



Complaints Procedure

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Fair Deal Complaints Procedure

This document should be read in conjunction with Fair Deal's Person using Fair Deal's services Complaints Procedure

1. Guidelines for Staff to Deal Effectively with Complaints from a person using Fair Deal's services

Fair Deal has a responsibility to ensure that each person using Fair Deal's services is treated with respect and dignity by support staff and other Fair Deal staff members. Fair Deal must also ensure that each person using Fair Deal's services support needs are identified and recorded within individual support plans, and that each person using Fair Deal's services is provided with an appropriate level of support to ensure identified needs/wants are met on a day to day basis. If a person using Fair Deal's services or his/her carer expresses concern or unhappiness about a Fair Deal staff member, or about the service he or she is receiving from Fair Deal then it is your responsibility to provide the person using Fair Deal's services or carer with information that will enable them to make a complaint. You should advise the person using Fair Deal's services or carer of the options open to them. These are:

- You could assist the person using Fair Deal's services to enlist the support of his/her parent and/or carer
- You could assist the person using Fair Deal's services or carer to bring his/her complaint to the attention of a senior member of staff
- You could assist the person using Fair Deal's services or carer to access support from their Care Manager
- You could assist the person using Fair Deal's services or carer to complain to Fair Deal's link commissioner – Margaret McDonald Tel 0141 287 7824
- You could assist the person using Fair Deal's services or carer to contact the Care Inspectorate (*The Care Inspectorate regulates all independent and public sector care establishments across Scotland. You can contact the Care Inspectorate on 0845 600 9527*)
- If the person using Fair Deal's services wishes to enlist the support of a relative or a worker from an external agency you should assist with contacting the person chosen and, if required, help give an explanation of the problem. You must do this on the same day as the person using Fair Deal's services or carer brings their complaint to you, or if this is not possible on the next working day.
- You must record the person using Fair Deal's services or carer's concerns and the action you have taken.
- You should advise a senior staff member of the situation and of any action taken.

Confidentiality

If the person using Fair Deal's services or carer confides in, you and asks that their concerns go no further then you are placed in an extremely difficult situation. The organisation expects you to explain that you cannot promise to maintain confidentiality.

Staff are always expected to feedback to the complainant in a way which respects their privacy. In certain situations, the senior staff member must advise the Chief Executive immediately i.e. if the person using Fair Deal's services or carer is alleging:

- Physical abuse
- Sexual abuse
- Theft

This should be clearly explained to the person using Fair Deal's services and/or carer.

Once you have advised the relevant manager it is his/her responsibility to follow Fair Deal's procedures within a set timescale.

Fair Deal Complaints Procedure

2. Guidelines for Relatives/Advocates

Fair Deal has a responsibility to ensure that each person using Fair Deal's services is treated with respect and dignity by support staff and other Fair Deal staff members. Fair Deal must also ensure that each person using Fair Deal's services support needs are identified and recorded within individual support plans, and that each person using Fair Deal's services is provided with an appropriate level of support to ensure identified needs/wants are met on a day to day basis. If you are unhappy with the way your relative is supported by staff or feel that his/her support needs are not being met appropriately then it is your right to complain. If you have a complaint about a worker or about the service your relative is receiving, there are a number of people who can help. Here is a list of people who will listen and try to help you.

A senior member of staff from your relative's service:

- Quality and Development Manager: Anne Marie Borthwick - 07921 231 572
- Chief Executive: Fiona Dunwoodie - 0797 349 4604
- All of the above staff members can also be contacted at Fair Deal's main office on 0141-634-4996

Other People/Organisations Who Can Help Are:

- Your relatives Care Manager
- The Advocacy Project - 0141 420 0961
- Fair Deal's link Commissioning Officer - Margaret McDonald - 0141 287 7824

Care Inspectorate

The Care Inspectorate can also help you. The Care Inspectorate regulates all independent and public sector care services across Scotland. The Care Inspectorate is responsible for inspecting the service Fair Deal provides your relative with and is completely independent.

You can go straight to The Care Inspectorate. Their telephone number is: 0845 600 9527

The contact address is: Compass House, 11 Riverside Drive, Dundee, DD1 4NY

Staff from the Care Inspectorate tell you more about the way they investigate complaints.

Making a Complaint

If you decide to complain directly to the Care Inspectorate, then you don't need to do any more. The Care Inspectorate will investigate your complaint thoroughly.

If you want to complain directly to Fair Deal, then you should contact either the staff member responsible for your relative's service or Fair Deal's Chief Executive.

What Will Happen Next

The Senior staff member will listen and write down your complaint. If the senior staff member can resolve your complaint, then he/she will write down the ways of dealing with your complaint that he/she has agreed with you. He/she will then give you a copy of your complaint and any action taken. This will be done within 14 working days of receiving your complaint. He/she will then file the record of complaint within the complaint file held by the Chief Executive at Fair Deal's office. If the senior staff member is not able to help or if you are unhappy with the outcome of your complaint, then the senior staff member will pass your complaint on to the Chief Executive who will then deal with it. Staff are always expected to feedback to the complainant in a way which respects their privacy.

Complaints about Assault or Theft

In certain situations, the senior staff member is required to notify your relative's Care Manager of your complaint. For example; if you tell us that your relative was physically or sexually assaulted, or had money stolen by a staff member. Your relative's Care Manager needs to know if any of these things happen so that they can make sure that Fair Deal deals with your complaint promptly and effectively. The senior staff member will attempt to contact your relative's Care Manager or Duty Worker at the relevant Social Work office the same day as receiving your complaint. If this is not possible then it will be done within the next working day. In some situations, for example, if you have reported that a staff member has assaulted your relative then the senior staff member is bound by "duty of care" and must also pass on your complaint to the Police.

Social Work Offices and contact numbers:

If you already have a social worker then you should continue to contact them in the usual way, if you've not contacted social work before then contact Social Care Direct on 0141 287 0555. If you are unsure which office to go to, please phone first

Castlemilk

10 Ardencraig Place, Glasgow, G45 9US

Phone: 0141 276 5010

Fax: 0141 276 5029

East Pollokshields Project

553 Shields Road Glasgow G41 2RW

Phone 0141 423 7678

Fax 0141 433 2604

Gorbals/Govanhill

Twomax Building, 187 Old Rutherglen Road, Glasgow, G5 0RE

Phone: 0141 420 8000

Fax: 0141 420 8004

Govan

Pavilion One, Rowan Business Park, 5 Ardlaw Street, Glasgow, G51 3RR

Phone: 0141 276 8700

Fax: 0141 276 8940

Pollok

130 Langton Road Glasgow G53 5DP Phone 0141 276 2900

Fax 0141 276 2914

Office Hours: Mon - Thurs 08.45am - 4.45pm; Friday 08.45am - 3.55pm

An emergency out of hours service is available from the Standby Service. Phone: 0800 811505. You can also find information on care and support services within Glasgow at www.yoursupportglasgow.org.

In addition, Fair Deal is required to advise The Care Inspectorate of any complaints about physical or sexual assault or theft. If you tell us that your relative has been treated very badly by a member of staff, then it is likely that the staff member in question will be suspended (advised not to work) until Fair Deal and/or the Police complete their investigation.

Please remember that it is your right to complain if you are unhappy about any aspect of the service Fair Deal is providing to your relative.

End of Procedure

Document Information

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Amendment History

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26/04/2019	2	Elaine Davidson	Added Front cover and updated version/date
29/09/2021	3	Jill Grace	Updated Chief Executive details to Fiona Dunwoodie