



Angus Integration Joint Board Complaints Handling Procedure

Issue Date: June 2017
Review Date: June 2019

This leaflet details the complaints procedure in relation to the Angus Health & Social Care Partnership (HSCP) and Integration Joint Board (IJB) and advises on how to make a complaint. It includes information about what you can expect from us when we are dealing with your complaint.

Who your complaint should be directed to:

If your complaint is directly in relation to Angus Integration Joint Board (IJB): e.g.

- Angus IJB's policies
- Angus IJB's decisions
- The administrative or decision-making processes followed by Angus IJB in coming to a decision

You should contact: Complaints & Feedback Team
Angus IJB
St. Margaret's House
Orchardbank Business Park
Forfar
DD8 1WS
Telephone: 01307 474842
Email: hsciangustayside@nhs.net

If your complaint is in relation to Health Services: e.g.

- your care and/or treatment
- delays
- a failure to provide a service
- an inadequate standard of service
- a lack of information and clarity about appointments
- difficulty in making contact with us for appointments or queries
- treatment by or attitude of a member of staff
- scheduled or unscheduled ambulance care
- transport concerns, either to, from or within the healthcare environment
- environmental or domestic issues
- operational and procedural issues
- our failure to follow the appropriate processes
- your dissatisfaction with our policy

You should contact: NHS Tayside Complaints and Feedback Team
Ninewells Hospital
Dundee
DD1 9SY
Telephone: 0800 027 5507
Email: feedback.tayside@nhs.net

If your complaint is in relation to Social Care Services:

Please speak to the person you normally deal with in social work, or to their manager. You can also complete an [online form](#), or alternatively contact ACCESSLine on 03452 777 778.

You can also complain by writing to us at:

Chief Executive
Angus House
Orchardbank Business Park
Forfar
DD8 1BX.
Email: chiefexec@angus.gov.uk

The NHS and Social Care complaints handling procedures have been aligned to provide clarity and consistency. If your complaint is in relation to both health and social care services, you do not have to contact each organisation. Your complaint will be shared as appropriate within the Angus Health & Social Care Partnership.

You only need to complain once, and can choose which organisation to contact.

Quick Guide to the our Complaints Procedure

Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage one: early, local resolution

We will always try to resolve your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, your complaint can be further investigated at Stage two.

Stage two: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage one. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**. We will give you our response as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.

The Scottish Public Services Ombudsman (SPSO)

If, after receiving our final response on your complaint, you remain dissatisfied with our response or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final response.

Angus Integration Joint Board Complaints Handling Procedure

The Angus Integration Joint Board is committed to providing high quality care and treatment to people in our communities through the delivery of safe, effective and person-centred care. We understand, however, that sometimes things go wrong. If you are dissatisfied with something we have done, or have not done, please tell us and we will do our best to put things right. If we cannot resolve matters in the way you want, we will explain why it's not possible to do as you suggest.

What is a complaint?

We regard a complaint as:

'An expression of dissatisfaction by one or more members of the public about Angus IJB's action or lack of action, or about the standard of service we have provided in fulfilling its responsibilities as set out in the Integration Scheme.'

We understand that your complaint may involve more than one IJB body or service, or relate to both health and social care services, or it may be about someone working on our behalf. Our complaint procedure covers all of these possibilities.

Who can complain?

Anyone can make a complaint to us. You can complain directly to us, or if you would rather have someone make the complaint on your behalf, we can deal with your representative. This could be a relative, a carer, a friend or any other person that you choose. We can also give you information about advocacy services, and about the patient Advice and Support Service, which can help you to make your complaint. If you agree to someone making the complaint on your behalf, it is important for you to know that we will need to ask for your permission for us to deal with that person.

What can I complain about?

You can complain about things like:

- Angus IJB's policies
- Angus IJB's decisions
- The administrative or decision making processes followed by Angus IJB in coming to a decision
- Health and/or Social Care Services in Angus

We realise that it is not possible to list everything that you can complain about. If you want to complain about something that we have not listed above, we encourage you to do so.

What can't I complain about?

There are some things we cannot deal with through our complaints handling procedure. These include:

- A request for compensation only
- Issues that are in court or have already been heard by a court or a tribunal
- Disagreement with a decision where a statutory right of appeal exists
- An attempt to reopen a previously concluded complaint or to have a complaint considered when we have already give our final response

How do I complain?

You can complain in person at the place where you have received care, treatment or advice, or where the incident that you want to complain about happened. You can also complain by using the contact information on page 2 of this document.

Wherever possible we encourage you to speak with a member of staff. It's easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. They will always try to resolve any problems on the spot if it is possible to do so.

When complaining, please tell us:

- Your full name and address, contact details and your e-mail address if this is your preferred method of contact;
- The full name, address and date of birth of the person affected if you are complaining on behalf of somebody else;
- As much as you can about the complaint;
- What has gone wrong;
- When did this happen;
- Where did this happen; and
- How you want us to resolve the matter.

Giving us this information will help us to clearly identify the problem and what we need to do to resolve matters.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- The event you want to complain about; or
- Finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why. If we decide that, because of the time that has passed since the incident occurred, we cannot consider your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to review our decision.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages: See page 3 Quick Guide to our Complaints Procedure.

What if I'm still dissatisfied?

If you are still dissatisfied with our response or the way in which we have dealt with your complaint, you can ask the SPSO to look at it.

The SPSO **cannot** normally look at:

- A complaint that has not completed our complaints procedure, so please make sure it has done so before contacting the SPSO;

- Events that happened, or that you became aware of, more than a year ago; or
- A matter that has been or is being considered in court.

You can contact the SPSO:

In Person:
SPSO
4 Melville Street
Edinburgh
EH3 7NS

By Post:
Freepost SPSO
(this is all you need to write on the envelope, and you don't need to use a stamp)

Freephone: 0800 377 7330
Online contact www.spsso.org.uk/contact-us
Website: www.spsso.org.uk

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service as long as the person has given their permission for us to deal with that person. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

The Patient Advice and Support Service (PASS) is an organisation that provides free and confidential advice and support to patients and other members of the public in relation to NHS Scotland. The service promotes an awareness and understanding of the rights and responsibilities of patients and can advise and support people who wish to make a complaint to the IJB. Further information and contact details can be found on the PASS web site:

www.patientadvicescotland.org.uk

We are committed to making IJB services easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you to access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, tell us in person, contact us on 01307 474842 or email us at hsciangus.tayside@nhs.net.

Our contact details

Please contact us by the following means:

Telephone: 01307 474842
Email: hsciangus.tayside@nhs.net
Address: Complaints & Feedback Team
Angus IJB
St. Margaret's House
Orchardbank Business Park
FORFAR
DD8 1WS

If you would like some help understanding this document or need it in another format (such as large print) or language, please contact 01307 474842 or email hsciangus.tayside@nhs.net.