



# How to use the Care Commission Complaints Procedure

The Scottish  
Commission  
for the  
Regulation  
of Care

This leaflet is available in large print, audio tape  
and other languages.

To receive a copy please contact  
Care Commission Headquarters in Dundee and ask for the  
Care Commission Complaints Officer.

# The Care Commission Complaints Procedure



The Scottish  
Commission  
for the  
Regulation  
of Care

The Scottish Commission for the Regulation of Care, known as the Care Commission, has been set up to improve the quality of care services in Scotland. One of the most important ways for us to achieve this is by listening to your concerns. These may be about a care service or about the way the Care Commission works. This leaflet explains what you should do if you want to make a complaint. It sets out what we will do and how long it will take to deal with your complaint.

If you make a complaint, you can be sure that:

- All complaints are taken seriously and handled thoroughly. All complaints are dealt with on an individual basis.
- The Care Commission will decide how your complaint will be investigated, depending on what the complaint is about.
- If we think there will be a delay, we will let you know and give you the reasons for the delay.
- The Care Commission always tries to resolve complaints locally. If your complaint is about a care service, the member of staff who investigates your concerns will know that service.

# How to make a Complaint



If you wish to make a complaint about a care service which is regulated by the Care Commission or about the Care Commission itself you can:

- Telephone any of our Regional Offices or Headquarters
- Write to any of our Regional Offices or Headquarters
- Go to any of our offices
- E-mail us by logging on to our website at [www.carecommission.com](http://www.carecommission.com)
- Fax us on 01382 207236

We have 5 Regional Offices - in Aberdeen, Dundee, Edinburgh, Hamilton and Paisley. Our Headquarters is also in Dundee. The addresses and telephone numbers of all these offices are set out below.

## HEADQUARTERS

The Care Commission  
Compass House  
11 Riverside Drive  
**Dundee** DD1 4NY

Telephone: 01382 207100  
Complaints: 0845 6030890 (lo-call)

## REGIONAL OFFICES

### Central East Region

Compass House  
11 Riverside Drive  
**Dundee** DD1 4NY  
Tel: 01382 207200

### Central West Region

4th Floor  
No. 1 Smithhills Street  
**Paisley** PA1 1EB  
Tel: 0141 843 4230

### North Region

Johnston House  
Rose Street  
**Aberdeen** AB10 1UD  
Tel: 01224 793870

### South West Region

Princes Gate  
Castle Street  
**Hamilton** ML3 6BU  
Tel: 01698 208150

### South East Region

Stuart House  
Eskmills  
**Musselburgh** EH21 7PB  
Tel: 0131 653 4100

The Scottish  
Commission  
for the  
Regulation  
of Care

## What Will Happen

- Whether you write, e-mail, fax, telephone or visit us with your complaint, we will acknowledge it in writing within 3 working days of receiving it.
- If you telephone us you will be put through to a Complaints Co-ordinator who will take down the details of your complaint.
- If you want to make a complaint about the care you are receiving or if you are making a complaint on behalf of someone else about their care, we will ask you if you have discussed your concern with the provider of the care service. You don't have to do this before asking us to look into a complaint, but often this is the best way of resolving your complaint quickly.
- The Complaints Co-ordinator will ask you some questions. This is important so that we can try to resolve your complaint to your satisfaction.
- If you don't want to give us your name and contact details, we will try to investigate your complaint but we cannot guarantee to resolve your concerns to your satisfaction.
- If you give us your details and ask us not to pass them on to anyone else we will do all we can to respect this. However, there may be special circumstances in which we might not be able to, for example, if it appears that a criminal offence has been committed, the Care Commission would have to release your name to the police. We will let you know if we have to do this.
- There is no time limit on making a complaint – you can make a complaint even if the event you are concerned about happened some time ago. If a long time has gone by, it may be difficult to investigate your concerns.



The Scottish  
Commission  
for the  
Regulation  
of Care

## How the Complaints Process Works for You



The Scottish  
Commission  
for the  
Regulation  
of Care

**We want you to know that your complaint is being dealt with and to keep you informed of what is going on. This is what we will do when you have made a complaint.**

**1. Acknowledgement Letter - to let you know we have received and recorded your complaint.**

First of all, the Complaints Co-ordinator will give your complaint to a member of staff of the Care Commission - a Complaints Resolution Officer - who will arrange for your concerns to be investigated.

The Complaints Co-ordinator will send you a letter within 3 working days of the Care Commission receiving your complaint.

**2. Proposed Investigation - to tell you what we will do.**

The Complaints Resolution Officer who is investigating your complaint will write or telephone you to tell you how the complaint is being investigated and how long we think it will take. Some complaints can be resolved within 14 working days. We aim to resolve more complex complaints within 28 working days of receipt. We may need to talk to you to make sure we understand completely the nature of your complaint. If you want to, you can have a friend or relative or an advocate with you during the meeting. A written record will be made of the conversation which you will be asked to sign to say it is an accurate record. We will give you a copy of your statement.

## How the Complaints Process Works for You



### 3. **Proposed Resolution - to tell you what we have found out and what we are going to do about it.**

After we have completed our investigations, the Complaints Resolution Officer will write or telephone you to let you know the following:

- details of your complaint
- how we investigated your complaint
- our conclusion
- what we expect to happen

Our conclusion will say whether your complaint has been upheld, (whether we found that there were grounds for your complaint), partially upheld or not upheld. We will ask you if you accept our conclusion. If you do accept it the Regional Manager will contact you with the Final Decision (see section 4).

If you do not accept our conclusion, we will ask you to tell us by telephone or in writing. We will do our best to address your concerns.

### 4. **Final Decision - to let you and the subject of your complaint know our final conclusion.**

At the end of this process, the Regional Manager will contact you stating the nature of your complaint, our findings, our conclusion (whether the complaint is upheld, not upheld or partially upheld) and the action we expect to happen. At this stage, the Care Commission will also contact the person or organisation about whom you made the complaint, stating the nature of the complaint, our conclusions and recommendations and, very importantly, the action we expect them to take.

The Scottish  
Commission  
for the  
Regulation  
of Care

## How the Complaints Process Works for You



### 5. Request for a Review of the Investigation - what to do if you are not satisfied.

The Care Commission is a national organisation and we try to resolve complaints locally. However, if you feel your complaint was not investigated thoroughly at a local level, you can ask for a review of the investigation. To request a review you need to write to the Care Commission Complaints Officer at our headquarters in Dundee (contact details are given on page 3 of this leaflet).

The Director of Operations and the Head of Policy and Development can either review the complaint themselves or ask the Review Committee to do this. The Review Committee is made up of Care Commission Board Members. In both cases, after examining the evidence from the investigation a decision will be taken about the complaint.

### 6. The Parliamentary Ombudsman - what to do if you are still not satisfied.

If you remain unsatisfied with the way in which the Care Commission has investigated your complaint, you can write to the Parliamentary Ombudsman. The Parliamentary Ombudsman is currently responsible for dealing with any complaints which go beyond the remit of the Care Commission's complaints procedure. These arrangements are under review and further information about the organisation which will assume this responsibility in future will be made available in due course.

**You can contact the Ombudsman at:**  
**Scottish Parliamentary Commissioner for Administration**  
**28 Thistle Street**  
**Edinburgh EH2 1EN      Phone: 0845 601 0456**

The Scottish  
Commission  
for the  
Regulation  
of Care

# Key Principles

The Care Commission Complaints Procedure is based on the key principles set out below.

<b>Accessibility</b>	<b>Fairness</b>
<b>Effectiveness</b>	<b>Lawfulness</b>
<b>Clarity</b>	<b>Confidentiality</b>
<b>Openness and transparency</b>	<b>Consideration</b>
<b>Balance and objectivity</b>	<b>Speed</b>

## Do you need anything else?

- Do you want a copy of this leaflet in large print, as an audio tape or in another language?
- Would you like further information on the Care Commission?
- Have you any questions about this leaflet or about how the Complaints Procedure works?
- Do you want a copy of the Complaints Procedure?
- Would you like to make any comments on this leaflet or on any part of the Care Commission's work, or on care services generally?

If you do, please contact us through our website [www.carecommission.com](http://www.carecommission.com) or any of the offices listed on page 3. The Complaints Procedure is also available on our website.