



Aberdeen City Health & Social Care Partnership

How to make a complaint

Aberdeen City Health & Social Care Partnership (HSCP) will always respond to and learn from people's experience of our services. By doing so, we can ensure that our services for individuals, families and carers are safe, high quality and sensitive to people's needs.

This leaflet explains how you can make a complaint about the Aberdeen City Integration Joint Board's (IJB) policies, decisions or the processes followed by the IJB in coming to a decision. It also explains how to make a complaint about any of the health or adult social care services the IJB is responsible for delivering through the HSCP. The complaints procedure is the same in each instance but there are three separate contact points via which you can lodge your complaint (see below).

How can I complain?

Complaints can often, in the first instance, be brought to the attention of staff directly involved, or their manager, to be dealt with when they arise. These complaints are called Stage 1 'frontline/early response' complaints and must be completed by us within five working days, unless there are exceptional circumstances.

If you are not satisfied with the outcome of this resolution, or if you do not wish to pursue this option, we will investigate your complaint at Stage 2 of the process. Please contact the relevant organisation as follows:

- **Complaints about Aberdeen City Integration Joint Board**

Address: Judith Proctor, Chief Officer, Aberdeen City Health & Social Care Partnership, Aberdeen Health & Care Village, 50 Frederick Street, Aberdeen, AB24 5HY

Telephone: 01224 655725

Email: bjohnston@aberdeencity.gov.uk

- **Complaints about Health Services delivered by Aberdeen City HSCP**

Address: NHS Grampian Feedback Service, 2 Eday Road, Aberdeen, AB15 6RE

Telephone: 0345 3376338

Email: nhsgrampian.feedback@nhs.net

Link: <http://foi.nhsgrampian.org/globalassets/foidocument/foi-public-documents1---all-documents/NHSScotland-Public-Facing-Model-Complaints-Handling-Procedure.pdf>

- **Complaints about Adult Social Care Services delivered by Aberdeen City HSCP**
Address: Complaints Rights & Enquiries Team, Social Care & Wellbeing, Aberdeen City Council, Business Hub 8, First Floor, Marischal College, Broad Street, Aberdeen, AB10 1AB
Telephone: 01224 522000
Email: cre-complaints@aberdeencity.gov.uk
Link:http://www.aberdeencity.gov.uk/social_care_health/social_work/men_sw_comments.asp

When complaining, please tell us:

- your full name and address, phone number and your email 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.

What happens after I have submitted a Stage 2 complaint?

You will receive an acknowledgement letter from the relevant organisation outlining the procedure for investigating your complaint and when you should expect to receive a response to your complaint.

A member of staff from the relevant organisation will be assigned to investigate your complaint.

We will investigate the issues raised and will aim to reply within 20 working days.

In some cases, we may need more time to reply. If this is the case we will let you know, tell you why, and tell you how much extra time is needed.

We may contact you for more information, or to discuss your complaint, or to suggest a meeting.

What if someone else makes a complaint on my behalf?

Where someone else wants to make a complaint for you, they must be able to show that they have your consent – normally in writing – to make such a complaint on your behalf.

What if I'm still dissatisfied?

If you are still dissatisfied with our decision, or with the way in which we have dealt with your complaint when we have sent you our full response, you can ask the Scottish Public Services Ombudsman (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 at:

<p>In Person:</p> <p>SPSO 4 Melville Street Edinburgh EH3 7NS</p> <p>Freephone: 0800 3777330 On line: www.spsso.org.uk/contact-us Website: www.spsso.org.uk Mobile site: http://m.spsso.org.uk</p>	<p>By Post:</p> <p>SPSO Freepost EH641 Edinburgh EH3 0BR</p>
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We are committed to making our services easy to use for the whole of our local community. In line with our statutory equalities duties, we will always ensure that reasonable steps are taken 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, please contact us at:

Telephone: 01224 655725

Email: bjohnson@aberdeencity.gov.uk

Appendix 1: Quick guide to the complaints handling procedure

