



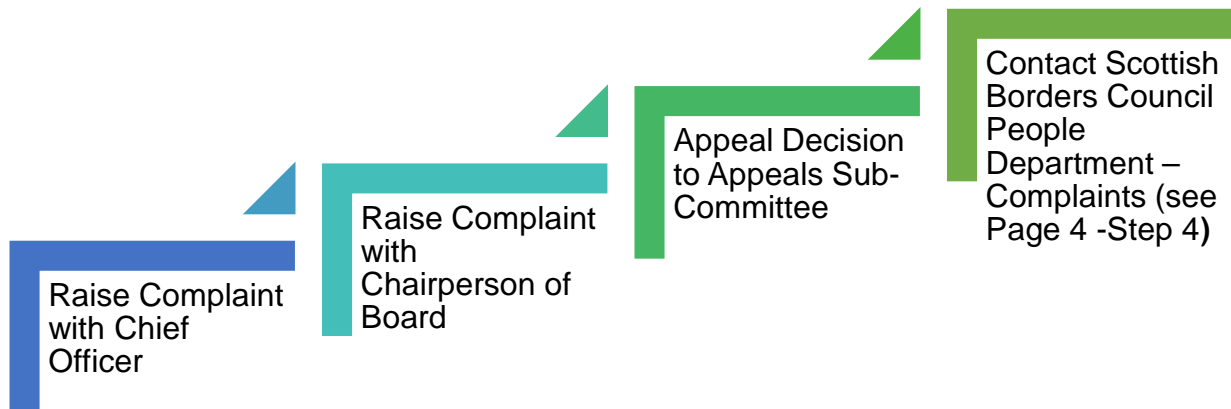
Involving you to improve
health and social care

Complaints Procedure

Putting Things Right

“Sometimes things do go wrong and we want to be able
to put them right as quickly as possible.”

**Our Complaints Procedure:
Summary of escalation process**



Contact:

Chief Officer (Complaints) *or* Chairperson (Complaints)

Borders Voluntary Care Voice

3rd Floor, Triest House, Bridge Street, Galashiels, TD1 1SW

Tel. 01896 757290

Please call us for a confidential e-mail address if required.

Borders Care Voice is a Scottish Charitable Incorporated Organisation (SCIO): SC043731.

3rd Floor, Triest House, Bridge Street, Galashiels, TD1 1SW

A guide to the Borders Care Voice complaints procedure

This document explains our complaints procedure. It tells you why we believe your complaint is important and tells you how to make a complaint.

Your feedback gives us a valuable opportunity to monitor our standard of service, learn from what has gone wrong, and take action to make sure it does not happen again.

What is a complaint?

A complaint arises if, in some way, you are dissatisfied because of something we have done or failed to do, or because of the attitude of any member of our paid or voluntary staff.

Whatever it is that you're not satisfied with, we will deal with your complaint positively and constructively.

How to make a complaint

→ **Step 1** - Please raise any written complaint firstly with the Chief Officer, Borders Care Voice. We want to deal with complaints as quickly as possible and most can be resolved on the spot. If your complaint is about the Chief Officer, you should begin at Step 2.

→ **Step 2 - If you are not satisfied** with the Chief Officer's response. or your complaint involves the Chief Officer, you should contact the Chairperson of the Borders Care Voice Board. You can write to the address on Page 2.

We want to make it as easy as possible for you to make a complaint, so a form is available (see Page 5). Our staff can give you guidance on completing the form and the procedures to follow.

At both Steps 1 and 2, you will receive an acknowledgement within two working days and a formal reply within seven working days. If some matters require more detailed investigation, a timescale for a full response will be given to you.

All complaints will be recorded and thoroughly investigated. We will respect your confidentiality always.

If you feel your complaint has not been satisfactorily resolved:

→ **Step 3** - You have the right to appeal to Borders Care Voice's Appeals Sub Committee, which consists of three members of the Borders Care Voice Board. Write to the Chairperson of the Board at the address on Page 2, or use another copy of the complaints form.

All appeals will receive either a full response or an acknowledgement giving a timescale for a full response within 7 working days.

You will be invited to attend the meeting of the Sub Committee and you may bring someone with you.

→ **Step 4** - If you are still not satisfied that your issue has been dealt with you can contact Scottish Borders Council (People Department):

By e-mail - peoplecomplaint@scotborders.gov.uk

By mail - FAO "People Complaint", Scottish Borders Council Headquarters, Newtown St Boswells, TD6 0SA.

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Complaint Form (page 1 of 2)

Please return this form to Chief Officer (Complaints) or Chairperson (Complaints), Borders Care Voice, 3rd Floor, Triest House, Galashiels, TD1 1SW.

Name:

Position (if applicable)

Organisation (if applicable)

Address:

Phone no. (landline or mobile)

E-mail address (if applicable)

If you have raised this complaint before, please tell us who you were in contact with:

Please give as much detail as you can about your complaint. Continue on another sheet of paper or attach any documents you wish to be considered.

If you raised this complaint before, what was the response? Why are you dissatisfied with it?

In your opinion, what do you think we should do to resolve your complaint?

Would you like a copy of this form for your records? Yes No

Signature

Date

FOR OFFICE USE

Date complaint received:

Complaint allocated to:

Date details logged in system:

Date copy sent to complainant if requested: