



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 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 3 working days and a formal reply within 20 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 are asked to attend a meeting as part of the investigation into your complaint, you may bring someone with you for support. Please let us know if you need someone to speak on your behalf at the meeting.

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 or Vice Chair 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 30 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.

A complaint has been made about me, what can I expect?

Borders Care Voice will ensure that the process is fair and proportionate, including where a complaint relates to the actions or conduct of a member of staff or volunteer,

The person who is the subject of the complaint can expect that:

- They will normally be **informed that a complaint has been made about them**, unless there is a clear reason why doing so would compromise the investigation or breach confidentiality.
- They will be given **sufficient information about the nature of the complaint** to allow them to respond, in line with General Data Protection Regulations (GDPR).
- They will have an **opportunity to provide their account or explanation** where appropriate before any conclusions are reached.
- Complaints will be considered **objectively and proportionately**, based on the information available.
- Information will be handled **confidentially and shared only with those who need it** to consider or investigate the complaint.
- An **independent person not related to the complaint**, such as a Trustee or an external consultant may be asked to lead the investigation into the complaint.

- The organisation will seek to **resolve complaints in a way that is fair to all parties**.

What if I do not agree with the outcome of the complaint?

There is **no separate right of appeal for the subject of a complaint within this complaints procedure**. Where a complaint raises issues relating to employment or conduct, these may be addressed through relevant internal management or HR processes where appropriate.

Persistent or Unreasonable Complaints

Borders Care Voice is committed to listening to concerns and responding to complaints fairly. However, in rare cases individuals may pursue complaints in a way that is unreasonable or persistent.

Examples may include repeatedly raising the same issue after it has been fully addressed or communicating in a manner that is abusive or disruptive.

In such circumstances the organisation may decide to:

- limit further correspondence on the matter,
- require communication to take place in a particular format, or
- close the complaint where it is clear that no new issues are being raised.

Any such decision will be **taken proportionately and recorded**, and the individual will be informed of the reasons.

Information Sharing and Confidentiality

Borders Care Voice will handle information relating to complaints in line with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. This means that:

- Personal information will only be **shared where it is necessary to investigate or respond to the complaint**.
- Individuals involved in a complaint may be provided with **relevant information about the nature of the complaint and the outcome**, where this is appropriate and lawful.
- Some information may **not be shared** where doing so would:
 - breach another person's confidentiality,
 - involve personal data relating to another individual, or
 - prejudice the fair handling of the complaint.

Information relating to complaints will be **stored securely** and retained only for as long as necessary

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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:

Date copy sent to complainant if requested above:

Complaint allocated to:

Date details logged in system:

Outcome: Upheld / Not Upheld / Withdrawn

Date Complainant informed of outcome: