

## SPEYSIDE TRUST BADAGUISH CENTRE

### COMPLAINTS AND CONCERNS PROCEDURE POLICY

#### Why does Speyside Trust Badaguish Centre have a complaints Policy and Procedure?

It is well documented that an effective complaints management system and method in which to raise any concerns is a proven way of maintaining and building relationships with the people on whom the Trust depends upon. A complaint can be defined as: any expression of dissatisfaction, whether justified or not, about any aspect of Speyside Trust Badaguish Centre.

Handling complaints well will serve to:

- Demonstrates our commitment to the people who use the centre and other stakeholders.
- Demonstrates commitment to providing the best possible service.
- Helps to find out about things that have gone wrong so you can fix them.
- Helps to prevent things going wrong again in future.

Speyside Trust Badaguish Centre views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure, this will be clear and easy to use for anyone wishing to make a complaint or raise a concern.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Speyside Trust Badaguish Centre knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

## Where Complaints Come From

Complaints may come from any person or organisation that has a legitimate interest in The Speyside Trust Badaguish Centre. Those interested in the Trust may involve parents of guests that come to stay, the parents themselves over their child's experience of The Speyside Trust Badaguish Centre or other outside organisations that has links with the Speyside Trust Badaguish Centre such as social workers. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, whom should use The Speyside Trust Badaguish Centre Discipline and Grievance procedure outlined within the staff handbook.

Contact details to forward any complaints or concerns are:

Rhona Graham (Care Manager),  
Badaguish Centre,  
Aviemore,  
Inverness-shire,  
PH22 1AD.

Tel: 01479 861382  
Fax: 01479 861258  
Email: [rhona.g@badaguish.org](mailto:rhona.g@badaguish.org)  
Website: [www.badaguish.org](http://www.badaguish.org)

## Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with Care Manager, Rhona Graham.

## Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints or concerns received by telephone or in person will be recorded. The person who receives a complaint via phone call or in person will:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to The Speyside Trust Badaguish Centre, for example: guest, parent or social worker.
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

## How We Resolve Complaints

### **Stage One:**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint or concern information should be passed to the Care Manger, Rhona Graham as soon as possible. On receiving the complaint, Rhona Graham will record it accordingly and act upon it.

Should the complaint or concern fail to be resolved, Rhona Graham will, investigate it and take appropriate action or delegate an appropriate person to so. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within seven days.

The acknowledgement will say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within 28 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint or concern is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### **Stage Two:**

If the complainant feels that the problem has not been satisfactorily resolved at 'stage one'- they can elevate the complaint to be reviewed at managing director level. The request for managing director review should be acknowledged within seven days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply. The managing director may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at *stage one*. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at *stage one* should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within 28 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

### **External Stage:**

The complainant can complain to The Care Inspectorate Scotland at any stage. Information about the kind of complaints The Care Inspectorate can involve itself in can be found on their website at:

Care Inspectorate, First Floor,  
Castle House,  
Fairways Business Park,  
Inverness,  
IV2 6AA.

National Enquiry Line 0345 600 9527  
Website: [www.careinspectorate.com](http://www.careinspectorate.com)

### Variation of the Complaints Procedure

The Board or Care Manger may vary the procedure for good reason.

This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair or Care Manager should not also have the Chair or Care Manager as the person leading a Stage Two review.

### Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action and as such improve the quality and deliver of our service to all who use us at Badaguish Centre.