



CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

COMPLAINTS CONTACT INFORMATION

Complaints to Cùram Is Slàinte

Cùram Is Slàinte (the Western Isles Integration Joint Board) values complaints and uses information to help improve performance.

If you are dissatisfied with our work, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about what you can expect from us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about the actions or lack of action of Cùram Is Slàinte as a strategic planning authority.

What can I complain about?

You can complain about things like:

- our standard of decision-making
- our policies and publications (such as the strategic plan)
- the work or conduct of the Chief Officer or Chief Finance Officer, in their capacity as the principal advisers to the Board;
- a failure to follow proper procedure;
- delays in responding to your enquiries and requests.

What can't I complain about?

There are some things we do not deal with through our complaints handling procedure. These include all operational services delivered through NHS Western Isles and the Comhairle. That means that if you want to complain about the standard or delivery of health and social care services, or about the staff who deliver those services, you should contact Comhairle nan Eilean Siar (for social work or social care services) or NHS Western Isles (for health services).

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our work. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

If you would like to make a complaint about Cùram Is Slàinte (the Western Isles Integration Joint Board), then you can do so by:

Emailing: hsc@cne-siar.gov.uk or

Phoning: 01851 822 706 or

Writing to: Chief Officer, Cùram Is Slàinte, Comhairle nan Eilean Siar, Sandwick Road, Stornoway, HS1 2BW

Social Work and Social Care Services

If you would like to complain about the standard or delivery of social work or social care services then you can complain in person at any of the Comhairle offices by phone, in writing, or email via the complaints form enquiries@cne-siar.gov.uk

If your complaint relates to a care service, you can choose whether to complain to the Comhairle or the Care Inspectorate. You can find out more about their complaints procedure, or make a complaint, by contacting them. The Care Inspectorate has several offices around Scotland. Please refer to:

<http://www.scswis.com/>

Telephone 0845 600 9527

Email: enquiries@careinspectorate.com

NHS Services

If you wish to complain about the care or treatment you have had or are having in the NHS, then please contact:

Angela Grant
Complaints Officer
NHS Western Isles
Health Board Offices
37 South Beach
Stornoway
Isle of Lewis
HS1 2BB

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action can be taken to resolve the problem. We would seek to resolve complaints within five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. This will involve

- acknowledging receipt of your complaint within three working days
 - discussing your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
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- giving you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it. You can contact the SPSO:

In Person: By Post

SPSO Freepost SPSO

4 Melville Street

Edinburgh

EH3 7NS

Freephone: 0800 377 7330

Online contact www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

We are committed to making our service easy to use for all members of the community. If you have trouble putting your complaint in writing, or want this information in another language or format, such as large font, or Braille, tell us in person, contact us by email at hsc@cne-siar.gov.uk
