

SIMON COMMUNITY SCOTLAND **COMPLAINTS PROCEDURE**

Complaints:

A complaint is defined as “any expression of dissatisfaction with the services provided by, or on behalf of Simon Community Scotland” hereinafter referred to as SCS.

Your Rights:

You have a right to complain if you are:

- A user of Simon Community Scotland’s Services
- Complaining on behalf of a client
- Entitled to receive a service from us but not getting the service.

Making a Complaint

If you are unhappy with any part of our service, this is what you should do:

Firstly raise the matter with your key worker or another member of staff if your key worker is not available. The member of staff will try to sort the matter out or help you to take the complaint further. No matter how you complain, it will be dealt with in the same way. You do not have to complain in writing to ensure a proper reply. Some clients may prefer to make a written complaint so they can keep a copy. The complaint will be recorded if this is felt to be necessary. Both you and the Service Manager will receive a copy of this.

If someone complains on your behalf, Simon Community Scotland may ask for a written note from you telling us that a person is acting on your behalf.

Complainants may choose an informal (verbal) response or a formal (written) response. It will be assumed that a formal response is required unless the complainant indicates otherwise.

There are several ways in which Simon Community Scotland can respond to a complaint and in which it may be resolved:

- 1) you may be asked to clarify the focus of your complaint e.g. the main concerns you want us to look at and what you would like us to do in response to your complaint
- 2) discussing the complaint with the individual(s) concerned. An informal approach can very often be a better and quicker way to resolve any problem and does not mean that the complaint is taken less seriously. If the complaint cannot be resolved informally then you can resubmit your complaint, if you so wish, for a more formal response.
- 3) If you prefer, or if Simon Community Scotland are unable to resolve the matter informally, you can request a formal response to your complaint. We will:
 - Send you a written acknowledgement of your Complaint (within 5 working days)
 - Appoint an authorised member of staff to fully investigate the Complaint

- Send you a full written response to any issues raised (within 28 days unless an extension of the time is agreed by you)
- Let you know how to take matters further if you are unhappy with the formal response/outcome.

Please Note:

If you have a complaint regarding a member of staff, you should raise the complaint directly with the Service Manager. If your complaint is about the Service Manager, raise it with the relevant Operations Manager, if the complaint is concerning an Operations Manager, raise it with the Director of Services and Development and if the complaint is concerning the Director of Services and Development, raise it with the Chief Executive. If the complaint is concerning the Chief Executive it should be raised with the Chair of the Board of Directors.

No member of staff should be involved in investigating a complaint relating to his or her own behaviour.

Simon Community Scotland understands that raising a complaint can be difficult for any of our users/clients and the Service Manager, or other appropriate member of our staff, can arrange, if you wish, additional support for you throughout this process.

Confidentiality:

We may be required to collect information about people to allow us to provide appropriate services to those who need them. When using information about you we will respect your confidentiality and your rights under the Data Protection Act.

Equality:

Simon Community Scotland are committed to ensuring that we will not accept discrimination or harassment on any grounds by either our staff or individuals using our services, or individuals providing services to the organisation, and that services are monitored to ensure standards are being met and maintained.

Making a complaint will not lead to discrimination against you. If you feel that any member of staff is acting unfairly towards you because you have complained, or are not dealing properly with your complaint, then you should report this to either the Operations Manager or the Director of Services and Development.

Simon Community Scotland will involve you, as far as is possible, in any formal investigation of your complaint and give you a clear timescale for responding to your complaint. For any extensions to that timescale we will seek your consent.

If you do not accept the outcome so far, you may start the Appeals Procedure.

Appeal Stage 1

Raise your appeal verbally or in writing with the relevant person as outlined above. This must be done within 5 working days of receipt of the outcome of your complaint.

The Director of Services and Development or other appropriate person, depending on the line management structure and involvement in the original investigation, will look at the investigation process, and any previous correspondence and/or recordings, in connection with the complaint. You will receive a letter within 14 days telling you the outcome of the appeal.

Appeal Stage 2

If you do not accept this outcome, you may appeal to the Simon Community's Chief Executive or other appropriate person, who will conduct a detailed investigation and may wish to interview you and the staff involved in the earlier stages. You will receive a decision from the Chief Executive in writing, within 14 days.

Appeal Stage 3

If you still do not accept the outcome, the final appeal stage you may take your complaint to is Appeal Stage 3. The complaint must now be raised with the Board of Directors through the Chief Executive. This will need to happen within 28 days of receiving the Chief Executive's decision.

The final appeal will be heard by the Chair of the Board and two other members of the Board of Directors. You and any representative you may wish to bring along will be invited to attend the final appeal stage.

The Appeal Panel may also wish to speak to members of staff involved in the earlier decisions, if they feel this is necessary. Previous recordings and/or correspondence may also be looked at.

The outcome of the Appeal will be conveyed to you in writing within 28 days of your raising the complaint with them. This stage is the final stage of the Simon Community's Complaints Procedure.

PLEASE NOTE: If your Service is registered with the Care Inspectorate, you have the right, at any time, to take your complaint to the relevant Social Work Care Manager and/or the Care Inspectorate. Included within this document are contact details and a form you can use to make a complaint to the Care Inspectorate.

Once you have gone through our complaints procedure, and you are still not happy, you can ask the Scottish Public Services Ombudsman if they can look at it. You can access their details on line at <http://www.spso.org.uk/complaining-spso>. When returning your form, please send copies of the relevant paperwork, in particular the final response you received from ourselves. Tell them what went wrong, and what you would like to happen to put things right.

If you would like a copy of this procedure in an alternative format, such as audio, Braille or large print, please contact us:

t: 0141 418 6980

e: hello@simonscotland.org

APPEAL RECORD FORM:

STAGE 1: APPEAL TO DIRECTOR OF SERVICES AND DEVELOPMENT

Date appeal letter received from Complainant:

Date investigation commenced:

Date investigation completed:

(7 days from date of receipt of Appeal)

Appeal carried out by: Name:

Job Title:

Outcome and action taken
(Please attach a copy of the letter sent to Complainant).

STAGE 2: APPEAL TO CHIEF EXECUTIVE

Date Stage 2 appeal letter received from Complainant:

Date investigation commenced:

Date investigation completed:

(14 days from date of receipt of Appeal)

Appeal carried out by: Name:

Job Title:

Outcome and action taken
(Please attach a copy of the minutes of the Appeal Committee and a copy of the letter to Complainant).

STAGE 3: APPEAL TO THE BOARD OF DIRECTORS

Date Stage 3 Appeal received

Date of Committee Appeal Hearing:

Appeal heard by:

Date Complainant informed of outcome:

(28 days from date of appeal letter).

Outcome and action taken:
(Please attach a copy of the minutes of the Appeal Committee and a copy of the letter Sent to the Complainant).

COMPLAINANT:

DATE:

COMPLAINT MADE TO:

NAME:

JOB TITLE:

DETAILS OF THE COMPLAINT:
(Or letter attached, if in writing).

I agree that the above information is an accurate record of the complaint:

Signed(Complainant)

Date:

Signed(Operations Manager/Other)

Date:.....

NAME OF PERSON DEALING WITH COMPLAINT:

ACTION TO BE TAKEN:

OUTCOME:

SIMON COMMUNITY SCOTLAND
USEFUL INFORMATION

SIMON COMMUNITY SCOTLAND

CHAIR OF THE BOARD	-	MARY CRAIG
CHIEF EXECUTIVE		LORRAINE McGRATH
DIRECTOR of SERVICES & DEVELOPMENT		HUGH HILL

HEAD OFFICE:

Address:	-	472 Ballater Street
		Gorbals
		Glasgow
		G5 OQW

Telephone No.	-	0141 418 6980
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GLASGOW CITY COUNCIL SOCIAL WORK SERVICES	0141 287 0555
NORTH LANARKSHIRE COUNCIL SOCIAL WORK HQ	01698 332000
NORTH AYRSHIRE COUNCIL SOCIAL WORK	01294 310625

**PRINCIPAL OFFICER SOCIAL WORK SERVICES
HOMELESSNESS PARTNERSHIP**

**SHIRLEY MONCUR
HOMELESSNESS SERVICES
CENTENARY HOUSE
100 MORRISON ST
GLASGOW G5 8LN**

THE CARE INSPECTORATE (Complaints)

0345 600 9527

COMPASS HOUSE
11 RIVERSIDE DRIVE
DUNDEE
DD1 4NY

www.careinspectorate.com

SIMON COMMUNITY SCOTLAND SERVICES

Black Street	01236 768 185
Bridgework Service	01698 260 793
Castlemilk Service	0141 631 1798
Kent Road Service	0141 221 1221
Govanhill Service	0141 423 5599
Houldsworth Court Service	01698 352 204
Mason Street Service	01698 276 347
Maxwell Service	0141 429 8188
Newlands Community Support Service	0141 632 8912
North Lanarkshire Adult Intensive Housing Support	01236 702 102 / 0800 731 8153
Parkhead Service	0141 550 4459
Saltcoats	01294 441613
Tollcross Service	0141 778 8129
RSVP: Complex Needs Service	0141 418 6984
RSVP: Street Service	0141 418 6985
RSVP: The HUB	0141 552 4164
Glasgow Helpline (24 hours) Free from landlines	0800 027 7466

**THE CARE INSPECTORATE
COMPASS HOUSE
11 RIVERSIDE DRIVE
DUNDEE
DD1 4NY**

CARE INSPECTORATE COMPLAINTS FORM

NAME:

DATE:

**SIMON COMMUNITY SCOTLAND
PERSON/SERVICE COMPLAINT IS ABOUT:**

DETAILS OF THE COMPLAINT:

I agree that the above information is an accurate record of the complaint:

Signed

Date:

TO BE PASSED TO HR MANAGER:

Service/Service

Date of Complaint:

Name of Complainant:

Nature of Complaint:

Name of person(s) involved in investigation of complaint:

Date investigation commenced:

Date investigation completed:

Outcome:

Appeals Process invoked: YES NO (Please circle)

<u>Stage(s)</u>	<u>Date of Appeals Meeting(s)</u>	<u>Persons involved:</u>	<u>Outcome</u>
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Date of completion:

Details passed to Care Inspectorate, if required: YES NO (please circle)

By Whom:

Date: