



Comments, Compliments, Complaints

Tell us what you think
about your service
from Bon Accord Care.



This leaflet sets out how you can tell Bon Accord Care what you think about the services we provide to you and what you can expect when you give us feedback.

We are constantly seeking to improve our services and welcome comments, compliments and complaints from anyone who receives, or has received a service, or from anyone acting on the person's behalf.

Our aim is to provide a transparent, accessible and effective process for dealing with your feedback, particularly where you are unhappy with a service.

What to do if you wish to provide a compliment or make a comment about a service you are happy with

We aim to provide the highest quality service and we are delighted to hear when you think we are doing something well. If you wish to provide a compliment or positive comment or suggestion, please tell one of our staff or use the form found at the end of this leaflet and return it to the address provided.

Otherwise you can contact us at any time:
by telephone on 01224 570400; or by e-mail
on bacinfo@bonaccordcare.org

All of your positive comments and compliments will be passed to our staff.

What to do if you wish to complain or make a comment about a service you are unhappy with

From time to time issues may arise which make you unhappy with our services. For example, you may be unhappy with:

- the service provided to you
- a refusal or withdrawal of a service
- a decision made about your care
- conduct of our staff
- a delay in receiving a response to an enquiry you have made

Very often talking about a problem can be enough to fix it. With this in mind you should feel free to speak with a member of staff in the first instance and we may be able to sort out the issue there and then. It is important to us that our staff have the opportunity to hear feedback and deal with issues first hand whenever possible.

If you are unhappy with an initial response by a member of staff to your complaint or do not wish to speak with a member of staff, you can request that the matter be treated as a formal complaint. Bon Accord Care will investigate all complaints in an open and transparent manner and the outcome of the investigation will be explained to you, or your representative, along with any action to be taken as a result.

Please be assured that you will continue to receive your service while we investigate your complaint, unless you tell us that you do not want the service.



How to make a formal complaint

If you wish to make a formal complaint directly to us you should do one of the following:

- Complete the form found at the end of this leaflet and return it to the address provided or pass it to a member of staff who will ensure that it reaches us
- E-mail us at bacinfo@bonaccordcare.org
- Write to us at the address provided
- Ask a member of staff to help you make a formal complaint
- Ask someone to make the complaint on your behalf. We will normally require your written permission to be able to share information about you with this person.

The details we need to deal with your formal complaint

In order to allow us to fully investigate your complaint within the timescale we have set out, it is important you provide us with the following:

- Your name, postal address and telephone number;
- Details of the complaint i.e. the service and circumstances you are unhappy about;
- What you are seeking to happen as a result of your complaint; and
- Whether you are complaining on behalf of someone else, in which case we will require their consent as detailed above.

You have the right to request that your anonymity be preserved to all staff other than those investigating your complaint. However please note that this may restrict officers from fully investigating your complaint and may cause a delay in being able to provide you with a full response.



What to expect when you make a complaint to Bon Accord Care

When you make a complaint to us you can expect the following:

- In the event that it is not possible to resolve the complaint within a period of 24 hours, we will acknowledge your complaint within 3 working days
- We may contact you to ensure we have understood your complaint correctly.
- We will be clear as to who will deal with your complaint.
- You may be invited to meet a senior member of staff and if so you are welcome to bring someone with you for support, although this should not be a legal representative.
- Your complaint will be fully investigated and taken seriously by us, no matter what the issue.
- You will receive a full written response to your complaint within 20 working days unless we have contacted you to let you know that this will not be possible and the reason for this.

Where your complaint relates not only to Bon Accord Care but to one or more of the other agencies with whom we work, then we shall work together and we shall tell you which agency will take the lead in dealing with your complaint.

All complaints are recorded and monitored by Bon Accord Care with a view to improving services. We will do this by looking at the circumstances from which complaints have arisen and taking measures to avoid these arising again wherever possible.



If you wish you may make a complaint to the Care Inspectorate about a registered care service provided by us. Their contact details can be found at the end of this leaflet under the section

‘Other People Who Can Help’.

If you are still unhappy with the response to your appeal, you have the right to take your complaint to the Scottish Public Services Ombudsman who can be contacted on:

Telephone: **0800 377 7330** or by writing to:
**Scottish Public Services Ombudsman,
4 Melville Street, Edinburgh EH3 7NS**



Other people who can help

There are others who may be able to help or advise you on your complaint.

Local Councillor:

You can find the names of your local Councillors in your local library on: www.aberdeencity.gov.uk, or by contacting:

**Members Support Section Town House,
Broad Street Aberdeen, AB10 1FY**

or Telephone: **01224 522178**

Councillors hold regular surgeries for the public which are detailed on the above website or advertised in local newspapers and in libraries and community centres.

MP or MSP:

MP or MSP can be contacted at their local surgery, or by contacting:

House of Commons, London, SW1A 0AA

or

The Scottish Parliament, Edinburgh, EH99 1SP

The Care Inspectorate:

The Care Inspectorate can help where you are unhappy about a service provided to you which is regulated by them and/or where you are not satisfied with the response you have received from us about your complaint.

They can be contacted on: www.careinspectorate.com or Telephone: **0845 600 9527/01224 793870**

Independent Advocacy Service Aberdeen:

If you think that you need independent help to make your complaint, an independent advocacy service may be able to help.

You can find out more about advocacy services in your area by contacting: **0131 260 5380** or: www.siaa.org.uk

You can also write to: **Scottish Independent Advocacy Alliance, 69a George Street, Edinburgh, EH2 2JG**

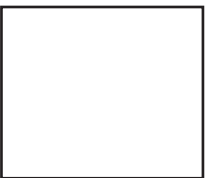
You can also contact the local advocacy service for Aberdeen by contacting:

01224 332314 or
www.advocacy.org.uk





Bon Accord Care Ltd
1st Floor, Inspire Building,
Beach Boulevard,
Aberdeen
AB24 5HP



Contact details

For more information please contact:

Bon Accord Care
1st Floor, Inspire Building,
Beach Boulevard,
Aberdeen AB24 5HP

Tel: 01224 570400
Fax: 01224 211050
Email: bacinfo@bonaccordcare.org
www.bonaccordcare.org