

CAPS Independent Advocacy

HOW TO MAKE A COMPLAINT

When people get together in a group, or to work, there are always things that go wrong. CAPS is no different to anywhere else.

THINGS THAT CAN GO WRONG

- we could be doing something better
- you think that we haven't listened to you
- we have done or said something you don't like

REMEMBER!!!

- it's better to speak up if you think things are going wrong
- we can't change unless you tell us what you think
- it's always better to sort things out if we can
- we will take any comments/complaints seriously

WHAT CAN I COMPLAIN ABOUT?

You can complain about anything that CAPS does that you don't like. You can also complain if you think we aren't doing something that we should.

WHO CAN I COMPLAIN ABOUT?

- CAPS as an organisation
- CAPS workers
- CAPS Management Committee members

WHAT IF I'M A CHILD OR YOUNG PERSON?

If you are a child or young person please see our 'Making a Complaint' document for children and young people.

HOW DO I COMPLAIN?

1. The Informal Way

You can do this by phoning the office. If your complaint is about our Individual Advocacy service, ask to speak to the Individual Advocacy Manager. If it's about something else, or to make a complaint about the Individual Advocacy Manager, ask to speak to the Chief Executive Officer (CEO). Your complaint will be recorded.

You do not have to give your name, but if you do you can tell us to keep it confidential. If you want to keep the complaint confidential then we won't be able to let you know what happens. Also, we may not be able to look at your complaint fully if we cannot ask any questions that would let people guess who you are.

Informal complaints about CAPS in general, or about workers, will usually be dealt with by the relevant line manager. What they decide to do will then be recorded in the Complaints file. They may decide to get in touch with the Complaints Officer themselves. This will be done within ten working days. If we have a way to contact you we will let you know what is happening. The job of the Complaints Officer is explained in the next section.

If your complaint is about the Management Committee, the CEO will pass this on to the Complaints Officer within ten working days. What happens next is in the next section.

2. The Formal Way

If you want to complain formally, then you should write to the Complaints Officer.

WHO IS THE COMPLAINTS OFFICER?

The Complaints Officer is a nominated member of the Management Committee. You can write to them FREEPOST, at the address at the end of this leaflet.

WHAT DOES THE COMPLAINTS OFFICER DO?

They will acknowledge your complaint within ten working days. They have to look into your complaint, and let you know what has been done about it within twenty eight working days. If there is a reason why your complaint can't be dealt with in this time, they will let you know the reason for the delay and how long they think it will take to sort out.

WHAT IF I'M NOT SATISFIED ?

If you are still not satisfied then your complaint will be looked at by the Review Panel who will look at what has been done to resolve your complaint. The Review Panel will be made up of the Complaints Officer, a member of the CAPS Management Committee and two independent members which will include at least one person who uses our services.

CAN I GET HELP TO MAKE A COMPLAINT?

You can get help:

- to work out what the problem is
- to make a complaint

The Complaints Officer can help you with this, or if you would prefer, you can get a friend, or an advocate to help you. We can help you find an advocate if you do not have one.

DO I HAVE TO USE THIS COMPLAINTS PROCEDURE?

You should first try to resolve your complaint using CAPS' Complaints Procedure. If you feel that your complaint is not resolved and you have gone through all stages of the procedure then you can contact the Feedback department of the organisation that funds the project your complaint relates to for advice or to enable the decision making process to be progressed. The contact details of the organisations that fund CAPS are listed at the end of this document.

USEFUL ADDRESSES AND PHONE NUMBERS

Complaints Officer, Freepost CAPS
0131 273 5116

Midlothian Council Feedback, Freepost SCO5613, Dalkeith, Midlothian, EH22 0BR.
Email: feedback@midlothian.gov.uk
0131 561 5444

East Lothian Council, Customer feedback team, John Muir House, Brewery Park, Haddington, EH41 3HA
Email: feedback@eastlothian.gov.uk
0131 653 5290

City of Edinburgh Council, Chief Officer, Complaints Team, Level 1.7
Waverley Court, 4 East Market Street, Edinburgh.
Email: socialwork.complaints@edinburgh.gov.uk

0131 553 8395

If the query is in relation to one of our Lothian wide Collective Advocacy projects then you could also contact:

NHS Lothian, Patient Experience Team

Waverley Gate
2 – 4 Waterloo Place
Edinburgh
EH1 3EG

Email: feedback@nhslothian.scot.nhs.uk

Telephone: 0131 536 3370

If your query is about Children's Hearings Advocacy you could contact the Scottish Government. Please find further information on how you can do this at:

<https://www.gov.scot/about/contact-information/make-a-complaint/>

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