



Health & Social Care  
Partnership

# East Dunbartonshire Health & Social Care Partnership Board Complaints Leaflet



sustainable thriving achieving

**East Dunbartonshire Council**

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)



## Introduction

East Dunbartonshire Health and Social Care Partnership is committed to planning high quality health and social care to the people in our local community. We understand, however, that sometimes things go wrong. If something goes wrong or if you are dissatisfied with something we have done, or have not done, please tell us and we will do our best to put things right. If we cannot resolve matters in the way you want, we will explain why it is not possible to do as you suggest.

This leaflet tells you summary information about our complaints procedure and how to make a complaint. It includes information about what you can expect from us when we are dealing with your complaint.

For further advice on how to make a complaint, or for further information, please contact the Corporate Administration Officer, contact details can be found on the left hand side of this page.

## What is a Complaint?

East Dunbartonshire Health & Social Care Partnership Board complaints relate to:

A complaint may relate to **dissatisfaction with:**

- East Dunbartonshire HSCP Board policies;
- East Dunbartonshire HSCP Board decisions; and
- the administrative or decision-making processes undertaken by East Dunbartonshire HSCP Board in coming to a decision

Complaints regarding health and social care employees, direct health and/or social care service delivery or members of the HSCP Board are not covered by this Complaints Handling Procedure. These complaints are covered by East Dunbartonshire Council and NHS Greater Glasgow & Clyde Complaints Handling procedures.

A complaint is **not**: (this list is not exhaustive)

- a first time request made to EDHSCP;
- a request for compensation only;
- issues that are in court or have already been heard by a court or a tribunal;
- disagreement with a decision where a statutory right of appeal exists; and
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.

The HSCP Board will not treat these issues as complaints, but will instead direct the customer/complainant to the appropriate procedures.

### **Who can make a Complaint?**

Anyone who is affected by the decisions made by the HSCP Board can make a complaint. Sometimes a customer may be unable or reluctant to make a complaint on their own. Complaints brought by third parties will be accepted as long as the customer has given their personal consent.

### **Complaints involving the HSCP Board or more than one Organisation**

A complaint may relate to a decision that has been made by the HSCP Board, as well as a service or activity directed by the HSCP Board to the constituent bodies (EDC and NHSGGC). Where a complaint relates to a decision made jointly by the HSCP Board and the Health Board or Local Authority, the elements relating to the HSCP Board should be handled through this Complaints Handling Procedure. Where possible, working together with relevant partners, a single response addressing all of the points raised should be issued. complaints related to the business of the HSCP Board can be directed to [EastDun.HSCPComplaints@ggc.scot.nhs.uk](mailto:EastDun.HSCPComplaints@ggc.scot.nhs.uk)

If a customer makes a complaint to the HSCP Board about services of another agency or public service provider, but HSCP Board has no involvement in the issue, the complainant will be advised to contact the appropriate organisation directly.

## **What happens when a complaint is received?**

We will always tell you who is dealing with your complaint. The stages are outlined below.

### **Stage 1: Front Line Resolution**

We will always try to resolve your complaint quickly, within 5 working days if possible. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

### **Stage 2: Investigation**

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We will also look at some complaints immediately at this stage, if it is clear from the outset that they are complex or need detailed investigation.

We will acknowledge your complaint with three working days and write to you with our response as soon as possible. This will be after no more than 20 working days unless there is a good reason for needing more time.

### **The Scottish Public Services Ombudsman**

If, after receiving our final decision on your complaint, you remain dissatisfied, you can ask the SPSO to consider it. We will tell you how to do this when we send you our response. Contact them on:

Freephone: **0800 377 7330**

Online contact: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website: [www.spsso.org.uk](http://www.spsso.org.uk) Mobile site: <http://m.spsso.org.uk>

The Complaints Handling Procedure and copies of this summary are available on the HSCP webpage