

Concerns and complaints

At Jewish Care Scotland (JCS) we are committed to providing high-quality customer services.

We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

Below is a summary of our complaints procedure and how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about the standard of service provided by us. Complaints are different to concerns. They are a formal way to resolve an issue after initial attempts have been unsuccessful – the person raising the issue remains dissatisfied and wants to take the matter further. We would encourage concerns to be raised with us as early as possible before they become a complaint. This will allow us to take prompt action and make the necessary improvements.

What can I complain about?

You can complain about things like:

- failure or refusal to provide a service
- inadequate quality or standard of service
- dissatisfaction with one of our policies or its impact on the individual
- failure to properly apply law, procedure or guidance when delivering services
- conduct, treatment by or attitude of a member of staff.

It is hoped that any concerns, or complaints in relation to the work of JCS can be resolved at an informal level. We would therefore encourage you to discuss your situation with any member of staff, or the manager of the service who will take your concerns seriously and work to ensure that the matter is resolved to your satisfaction.

However, where this is not possible, or you feel that you would like to make a formal complaint, you can do so verbally to any member of staff, or you can make a complaint in writing to the addresses below. JCS will investigate every complaint fairly and without prejudice, with the aim of resolving the matter as quickly and satisfactorily as possible.

Your complaint may be about someone working on our behalf.

What can't I complain about?

- a concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern)
- a concern about a child or an adult's safety
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- abuse or unsubstantiated allegations about our organisation or staff where such actions would be covered by our 'Your service agreement'
- a concern about the actions or service of a different organisation, where we have no involvement in the issue (except where the other organisation is delivering services on our behalf).

Who can complain?

Anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate or adviser). If you are making a complaint on someone else's behalf, you will normally need their written consent.

How do I complain?

You can complain in person, by phone, or email. It is easier for us to address complaints if you make them quickly. When complaining, please tell us:

- your full name and contact details
- as much as you can about the complaint
- what has gone wrong; and
- what outcome you are seeking.

How can I complain?

- Written complaints can be made to: The Complaints Officer Jewish Care Scotland The Walton Community Care Centre May Terrace, Giffnock G46 6LD.
- You can contact us by telephone 0141 620 800.
- You can also submit your complaint by email to admin@jcarescot.org.uk.

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.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages.

Stage 1

We aim to respond to complaints quickly (where possible, when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or immediate action to resolve the problem. We will give you our decision at stage 1 in five working days or less, unless there are exceptional circumstances.

- If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to Stage 2.

Stage 2: Investigation

Stage 2 deals with two types of complaint: where the customer remains dissatisfied after Stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at Stage 1, you can ask us to handle it at Stage 2 instead.

When using Stage 2:

- we will acknowledge receipt of your complaint within three working days
- we will confirm our understanding of the complaint we will investigate
- we will try to resolve your complaint where we can
- where we cannot resolve your complaint, we will give you a full response as soon as possible, normally within 20 working days. If our investigation will take longer than 20 working days, we will tell you. We will tell you our revised time limits and keep you updated on progress

What if I'm still dissatisfied?

After we have given you our final decision, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can request and submit an Appeals Notification Form to the Chief Executive Officer of JCS within four weeks of receipt of the complaint outcome.

The Chief Executive will chair an appeal meeting alongside an appropriate senior manager with no previous involvement in the complaint to date. The outcome of this meeting will be communicated in writing to you.

All complaints will be handled sensitively and confidentiality with the aim of resolving them satisfactorily within minimum timescales. Whilst we encourage you to first raise your complaint with our staff at Jewish Care Scotland, you can also make a complaint in relation to any aspect of care related to The Wellbeing Hub and Care at Home service at:

The Care Inspectorate
Compass House
11 Riverside Drive

Dundee, DD1 4NY.
Tel 0345 600 9527

Similarly, if your complaint is related to the dishonest or misappropriation of charitable funds or actions which threaten or contravene the charities Articles of Association or charity law, you can contact:

Office of the Scottish Charity Regulator (OSCR)
2nd Floor, 8 Quadrant House
9 Riverside Drive
Dundee DD1 4NY.

Tel: 01382 220 446 or visit www.oscr.org.uk

Getting help to make your complaint

We understand that you may be unable or reluctant to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance: Scottish Independent Advocacy Alliance Phone: 0131 510 9410 Website: www.siaa.org.uk

You can find out about advisers in your area through Citizens Advice Scotland: Citizens Advice Scotland Website: www.cas.org.uk or check your phone book for your local citizens advice bureau.