

How to Complain



Introduction

Centred is committed to continuous improvements in its provision of services. We want to encourage you, as a service user or their representative, to play a part in helping us to achieve our commitment and to meet our obligations towards you.

By “obligations” we mean the written agreements between Centred and you as a service user. A written agreement could be a Support Agreement or Occupancy Agreement, or any other written agreement. It also means the commitments that Centred has made in its written Policies and Procedures. If you would like more information about our Policies and Procedures, please ask a member of our staff, or get in touch with:

Centred
Head Office
Unit 38, The Eastgate Centre, Inverness
IV2 3PP
T: 01463 236 507
E: hello@centred.scot

We welcome complaints

We value all feedback on our services, whether positive or negative, and strive to learn from it to improve our services wherever possible.

If you wish to make a complaint, we will treat it seriously, handle it thoroughly, and maintain your confidentiality.

Making a complaint, whether it is made by you, a member of your family or another person on your behalf, will not prejudice the support that you receive.

How to make a complaint

Stage 1: Informal Complaint

If you feel you wish to make a complaint you should ask to meet the local Manager of your service. You will find their contact details further on in this leaflet.

The Manager will arrange to see you as soon as possible, usually the same day, or if this is not possible, within 5 working days. If you wish, you may bring someone of your choice along to the meeting.

How will we deal with your complaint?

We want you to know that your complaint is being dealt with, and you to be kept informed of what is going on.

That is why the Manager will make a record of the complaint and the action taken, and will write to you within 5 working days of the meeting with a record of the discussions and the action that has been agreed at the meeting.

Stage 2: Formal Complaints

If you remain dissatisfied after meeting the Manager of your services you can you can request contact details for the registered manager of the service providing your care and support by contacting head office.

Alternatively if you wish to proceed immediately to make a formal complaint you should lodge your complaint at Centred Head Office. You can do this by phoning or writing to:

The Chief Executive, Centred Scotland
Unit 38, The Eastgate Centre, Inverness IV2 3PP
T: 01463 236 507

The Chief Executive will acknowledge your complaint within 3 working days of receiving your letter or phone call, and will confirm who will be investigating your complaint.

The person who investigates your complaint will try to resolve your complaint within 28 days of the date on which we received it.

In most cases the investigation will include an early meeting with you and a separate meeting with any staff who are also involved.

If, after you have received the outcome from the Chief Executive you remain dissatisfied, or feel that your complaint was not investigated to your satisfaction, you can ask for an independent review of the investigation to be carried out.

Requesting an independent review

To request an Independent Review, you (or someone on your behalf) should write to:

The Chair Person, Centred Scotland
Unit 38, The Eastgate Centre, Inverness
IV2 3PP
T: 01463 236 507

In your letter you should state clearly why you think a review is needed.

A sub-committee of the Board of Directors will be appointed. This is known as the Grievance Sub-committee. They will look at the way in which Centred has investigated your complaint, but they will not reconsider or re-investigate the matters you have raised all over again.

If the Grievance Sub-committee finds that the procedures have been followed correctly and that a thorough and impartial investigation has taken place, they will not recommend any further action. However, if they find that procedures have not been followed properly, they may ask for a re-investigation into your complaint. If this happens, the Chair will gather full information from you about the complaint, and arrange for the Grievance Sub-committee to investigate the complaint within 10 working days of his meeting with you.

The Grievance Sub-committee will meet you as part of their investigation and make every effort to deal with the complaint to your complete satisfaction. You will also receive a record of the decisions and conclusions of the Grievance Sub-committee, which shall be final.

As an alternative to requesting an Independent Review from the Chairman of the Board of Directors, you may phone or write to:

The Care Inspectorate

Compass House
11 Riverside Drive
Dundee
DD1 4NY
T: 0345 600 9527

Who will arrange for a local inspector to meet you as soon as possible.

Contact Information

Head Office

Unit 38, The Eastgate Centre
Inverness
IV2 3PP
T: 01463 236 507
E: hello@centred.scot

Easter Ross Support Service

1B King Street
Invergordon
IV18 0DT
T: 01349 369 100
E: erss@centred.scot

Inverness Support Service

Unit 38, The Eastgate Centre
Inverness
IV2 3PP
T: 01463 241 009
E: iss@centred.scot

Lochaber Support Service

Apartment 5, Meall Na Mara
Alma Road
Fort William
PH33 6HD
T: 01397 700 944
E: lss@centred.scot

Contact Information

Centred Recovery Centre

Muirfield Lane
Inverness
IV2 4AX

T: 01463 716 600

E: rc@centred.scot

Caithness Support Service

The Wellington Centre
Airport Industrial Estate, Wick
KW14QS

T: 01955 463 002

E: css@centred.scot

Discovery College

Unit 38, The Eastgate Centre
Inverness
IV2 3PP

T: 01463 236 507

E: discoverycollege@centred.scot

Discovery College

The Wellington Centre
Airport Industrial Estate, Wick,
KW14QS

T: 01463 236 507

E: discoverycollege@centred.scot

Registered Managers are the Managers who are directly responsible for the provision and quality of our services, which are registered with the Care Inspectorate.

Other ways you can complain

You may also take your complaint to The Care Inspectorate, or if you are being treated under the Mental Health Act, to the Mental Welfare Commission.

The Care Inspectorate

Headquarters

Compass House

11 Riverside Drive

Dundee

DD1 4NY

T: 0345 600 9527

Mental Welfare Commission for Scotland

Thistle House

91 Haymarket Terrace

Edinburgh

EH12 5HE

T: 0131 313 8777

Advocacy services

If you wish to be accompanied by an independent advocate, this service is provided by:



Advocacy Highland

First Floor Offices
Inverness Ice Centre
Bught Drive
Inverness
IV3 5SR
T: 01463 233 460





Download this Booklet

A: Unit 38, The Eastgate Centre, Inverness IV2 3PP

T: 01463 236 507

E: hello@centred.scot

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