

LifeCare - Compliments Comments and Complaints Policy

Version History

Reviewed By	Date
Damian McGowan	March 2021
Sarah Van Putten	November 2023
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Comments, Compliments and Suggestions

LifeCare is an organisation that prides itself on its high-quality services and support and strives to continuously improve and learn. We therefore welcome any compliments on what we do well, alongside comments or suggestions on how we can improve our service.

All clients, unpaid carers, visitors, and users of LifeCare's services or the centre should feel free to make a compliment, comment and/or suggestion at any time. Forms are available within the day services, at the LifeCare Centre or upon request from any member of staff. These can also be taken verbally, in writing not using the form or by email to enquiries@lifecare-edinburgh.org.uk if this more convenient.

These will be reviewed monthly by the Services Leadership Team. Following which and if appropriate, and not cost prohibitive, changes to the service may occur. However, on occasions it may be more appropriate that consideration be passed to the Senior Management Team or to the Quality Practice and Innovation Committee (QPIC) which is a subgroup of the board of trustees. If the person who has made the compliment, comment or suggestion has identified themselves and requested feedback, a member of the leadership team will be identified to complete this.

Complaints

LifeCare would like to ensure that all who choose to use our services receive a high-quality service. However, should anyone be dissatisfied with any aspect of our respective services they can make a complaint. We would wish this to be as easy as possible, so if you require support to understand this process or to complete any stage or to put it in writing any member of the LifeCare team can do this with you.

Stage 1 - Verbal complaint

In the first instance please raise this with service staff directly or the service senior or manager who will listen and try and resolve the issue for you directly.

Stage 2 - Written Complaint

If this does not resolve the problem, or if the problem is more serious or about a member of staff, a written complaint should be submitted to the Chief Executive who will allocate a member of the leadership team to investigate the complaint and report back to you. This will occur within 14 working days.

If you are unhappy with how your complaint has been dealt with you can appeal to the Chief Executive either verbally or in writing who will investigate further and report the findings of that investigation to you in writing within 14 days of receipt. All complaints which are escalated to the Chief Executive will be reported to LifeCare's Board of Trustees as a matter of due course.

If you are unhappy with this outcome, you can write to the Chair of the Board of Trustees who will give you a written reply to your complaint within 21 days on receipt of your letter.

A record of the investigation and the outcomes will be recorded and retained by LifeCare for 3 years and made available to those organisations authorised to monitor our services.

Further Options

Registered Services:

Complaints about our registered centre-based day care and registered outreach service can also be directed to the Care Inspectorate (details below) or to the City of Edinburgh Council (details below) or both of these organisations.

Care Inspectorate Contact Centre, Stuart House, Eskmills, Park Station Road, Musselburgh, EH21 7PB. Tel: 0345 600 9527. Complaints can also be made online by visiting the Care Inspectorate's website: www.careinspectorate.com and clicking on complaints.

Social Work Advice and Complaints, The City of Edinburgh Council, Level 1.7, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG. Tel: 0131 553 8395.
Email: socialwork.complaints@edinburgh.gov.uk

Fundraising:

Complaints about our fundraising practice can also be made to the Scottish Fundraising Panel complaints at [Scottish Fundraising Adjudication Panel \(goodfundraising.scot\)](http://goodfundraising.scot) Tel: 0808 164 2520.

If complaint is about how the charity is being operated, you can contact the charity regulator OSCR [OSCR | Raise a concern](http://oscr.gov.uk) Tel: 01382 220446

Community Café, CaféLife:

Any serious complaints about the Community Café, CafeLife, are to be directed to the Environmental Health Department,

Environmental Health, City of Edinburgh Council, 101 Niddrie Mains Road, Edinburgh EH16 4DS, email: environmentalhealth@edinburgh.gov.uk

Compliments, Comments, Suggestions Form

Your Name: (this is optional)	Date:
The service this relates to:	
In your own words please leave your compliment, comment, or suggestion:	
Telling your stories helps us to gain support and for people to learn about LifeCare, are you happy for us to use your comment (we would only use first name only)? Please select your preferred option YES NO	
If you would like a member of the leadership team to feedback to you, please provide your name and contact details: Name: Phone Number: Email Address:	

Complaints Form

Contact Details:	Name: Telephone: Address or Email:
Date of incident/issue you wish to complain about:	Date: Service: Issue:
In your own words, describe what your concerns is:	
Did you try and resolve the issue with a member of staff at the time? Please give details:	
What resolution do you wish for?	

Sign:

Date: