

LifeCare - Complaints, Comments and Suggestions Policy

Version History

Reviewed By	Date
Damian McGowan	March 2021
Sarah Van Putten	November 2023
Sarah Van Putten	November 2025
	November 2027

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, 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, please note in the subject line the service this relates to.

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 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.

Stage 1 - Verbal complaint

In the first instance please raise this with service staff directly, the service senior, co-ordinator or manager who will listen and try and resolve the issue.

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 on receipt of your letter/form. All complaints which are escalated to the Chief Executive will be reported to LifeCare's Board of Trustees.

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 on: 0345 600 9527 Monday to Friday 09:00- 16:00 or by email to concerns@careinspectorate.gov.scot Further information can be found 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 Adjudication Panel at www.goodfundraising.scot Tel: 0808 164 2520

If complaint is about how the charity is being operated, you can contact the charity regulator OSCR www.oscr.org.uk Tel: 01382 220446

Community Café, Café Life:

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

Environmental Health, City of Edinburgh, Waverley Court G1, 4 East Market Street Edinburgh, EH88BG Email: environmentalhealth@edinburgh.gov.uk

Compliments, Comments, Suggestions Form

Your Name:
(this is optional)

The service this relates to:

Date:

In your own words please leave your compliment, comment, or suggestion:

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: