

How to Complain

Birchwood Highland
complaints procedure



A Company Limited by Guarantee Registered in Scotland 105400
Registered Office Address: 27 Huntly Street, Inverness, IV3 5PR
Registered Charity No: SC003198
www.birchwoodhighland.org.uk

How to Complain

Introduction

Birchwood Highland is committed to providing high quality accommodation and support.

We want to encourage you, as a service user or their representative, to play a part in helping us meet our obligations towards you.

By “obligations” we mean the written agreements between Birchwood Highland 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 Birchwood Highland has made in its written Policies and Procedures.

If you would like more information about our Policies and Procedures, please ask a member of staff from your service, or get in touch with:

Birchwood Highland
Head Office
5 Wells Street
Inverness
IV3 5JT

Tel: 01463 236 507

Email: info@birchwoodhighland.org.uk



We welcome complaints

Birchwood Highland values all the feedback it receives about the services it provides, both good and bad, and aims to learn from this, improving services wherever possible.



If you want to make a complaint, we will take it seriously and handle it thoroughly. We will also treat it confidentially.

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 Service Manager. You will find their contact details on Page 7 of this leaflet.



The Service 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 to be kept informed of what is going on.

That is why the Service Manager will make a record of the

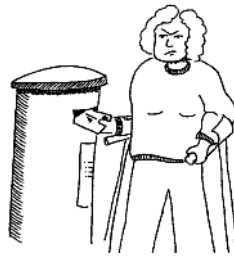
complaint and the action taken, and will write to you within 5 working days of the meeting with a record of the discussions and the action agreed at the meeting.

Stage 2: Formal complaint

If you remain dissatisfied after meeting the Service Manager - or wish to proceed immediately to make a formal complaint - you should lodge your complaint at Birchwood Highland Head Office. You can do this by phoning or writing to:

The Chief Executive
Birchwood Highland
5 Wells Street
Inverness
IV3 5JT

Tel: 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 letter from the Chief Executive, you remain dissatisfied with the outcome of your complaint, or feel that your complaint was not investigated to your satisfaction, you can ask for an independent review of the the investigation that was carried out.

Requesting an Independent Review

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

The Chairman
Birchwood Highland Board of Directors
5 Wells Street
Inverness
IV3 5JT.

Tel: 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 Birchwood Highland has investigated your complaint, but they will not re-consider 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 Chairman 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 very 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 Commission
1st Floor, Castle House
Fairways Business Park
Inverness IV2 6AA
Tel: 01463 227 630

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

Birchwood Highland contact details

Emily Stokes-Reid, Chief Executive,
Head Office
5 Wells Street
Inverness, IV3 5JT
Tel 01463 236 507
Email info@birchwoodhighland.org.uk

Valerie Cameron, Resources Manager,
Head Office
5 Wells Street
Inverness, IV3 5JT
Tel 01463 236 507

Catherine MacInnes, Manager, Inverness and
Easter Ross Housing Support Teams
Upper Floor
5 Wells Street
Inverness, IV3 5JT
Tel 01463 241 009
Email catherine.macinnes@birchwoodhighland.org.uk

Shona MacGillivray, Manager, Lochaber and Caithness Housing
Support Teams
Flat 5, Meall na Mara
Alma Road
Fort William, PH33 6HD
Tel 01397 700 944
Email shona.macgillivray@birchwoodhighland.org.uk

Annabel Mowat, Manager
Birchwood Highland Recovery Centre
Muirfield Lane
Inverness, IV2 4AX
Tel 01463 716 600
Email annabel.mowat@birchwoodhighland.org.uk

Website: www.birchwoodhighland.org.uk

Other ways you can complain

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

The Care Commission Headquarters

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Lo-call: 0845 603 0890

Headquarters: 01382 207100

The Care Commission

North Region

Inverness Local Office

First Floor

Castle House

Fairways Business Park

Inverness

IV2 6AA

Tel 01463 227 630

Mental Welfare Commission for Scotland

K Floor

Argyle House

3 Lady Lawson Street

Edinburgh

EH3 9SH

Tel 0131 222 6111

Advocacy services

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

Advocacy Highland

33 Academy Street

Inverness

IV1 1JN

Tel 01463 233 460

Other leaflets in this series

Confidentiality - it's your right

How to apply for Housing Support or Residency in Birchwood

Highland Recovery Centre

How to see your Support Plan and Records

Statement of Rights

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