

## **Policy Number 04**

### **Complaints Policy - Scotland**

A24 have a dedicated complaints department who will deal with complaints and other matters of concern from Service Users and treat their resolution as a priority.

A24 ensures that all complaints are logged, acknowledged, investigated and resolved within the specified time scales to ensure those clients, or their representatives and Agency Workers are satisfied that any complaint or suggestion has been taken seriously and dealt with fairly and promptly. A full written record of the nature of each complaint and details of the action taken as a result of the complaint is kept on a secure database. Only staff with authorisation relevant to their duties have access to this information.

A24 ensure that all complaints are formally acknowledged within 5 working days. All efforts will be made to resolve the complaint within 15 working days.

It is preferable that the details of complaints should be received in writing. However, in the situation of receiving a verbal complaint we will ensure that this is recorded and acknowledged. A24 will offer complainants assistance in formulating and documenting their complaint in these circumstances.

In the event of the complaint being against an Agency Worker, A24 we ensure that the Agency Worker is fully informed of the complaint and is entitled to receive a copy of the complaint. The Agency Worker will be invited to respond to the complaint and state their version of events. This must be completed and submitted in writing within 7 days of the complaint being logged with A24. This Statement of Events may be shared with the complainant.

When we receive a complaint or are notified of any other matter, which might call into question the conduct of a particular Agency Worker, we have a duty to investigate and take such other action as we may consider necessary until we have sufficient information to resolve the issue to our satisfaction. Where necessary, A24 will immediately exclude the Agency Worker from its register whilst an investigation is in progress.

A24 will keep complainants informed on the complaints progression and any delays in the process, giving reasons and an anticipated response time. During the dealing of a complaint, A24 will ensure that the level and quality of the service provided to the client continues and there is no adverse effect on the service provided.

It is the responsibility A24 to refer Agency Workers to their regulatory authority where there are concerns about their fitness to practice, in the event of malpractice or concerns about their health.

Where there is evidence of malpractice or the complaint is an event that requires notification, A24 will immediately notify the relevant regulatory authority, The Police, Protection of Vulnerable Adults or Children and where applicable alert the Agency Workers professional body as appropriate.



The professional bodies referred to above would include the Nursing and Midwifery Council (NMC), General Medical Council (GMC), Health Professionals Council (HPC) or the General Dental Council (GDC).

The Managing Director, in conjunction with the Company's Public Relations Advisors will manage all communications with the Media. In some cases our insurers have to be informed and the Company will sometimes take legal advice before proceeding with a response to a complaint.

A24 has a system in place to analyse and identify any patterns in complaints and trend analysis is conducted continuously. In certain cases the complaint is brought before the Risk Committee to make a decision on the outcome. The Risk Committee meet at least once a week and comprises senior management staff and clinicians. The Risk Committee was created as a means to ensuring that serious complaints are dealt with fairly and objectively by an experienced team that is independent from the parties involved in the complaint. The Risk Committee also oversee all safeguarding matters and referrals to the relevant bodies to ensure that appropriate action is taken.

Should a complainant or Agency Worker be unhappy with the outcome of a complaint handled by A24, they may contact their local ombudsman or regulatory body. A24 will cooperate with any appeal raised and aim to reach an accepted outcome.

The regulatory body for **Scotland** is the **Care Inspectorate (known as the Social Care and Social Work Improvement Scotland (SCSWIS))** and they can be contacted at the following address:

**Care Inspectorate**  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

Telephone: 01382 207100

**END OF POLICY**