

Concerns and Complaints

Glenside welcomes the views of patients / service users, families, carers and members of the public regarding the services we provide. We are committed to providing high quality, safe services, however we recognise that there will be times when the service provided does not meet expectations. All complaints are seen as an opportunity for organisational learning and continuous improvement of services.

All concerns, complaints, criticism, suggestions and compliments, whether formal, informal, verbal or written will be taken seriously, handled appropriately and sensitively and in a timely fashion. Patients / service users and their families must be assured that they will not be disadvantaged in any way by making a complaint.

Often, if dealt with early, openly and honestly, many concerns and minor complaints can be resolved through informal discussion between the person raising the concern / complaint and staff team within the service. However, some issues cannot be resolved informally, and Glenside has a complaints procedure in place to ensure formal complaints are properly investigated and responded to.

How to Make a Complaint

If you have a concern or complaint which you feel can be resolved locally by the staff team, please raise this with the staff team in the first instance. If you feel they do not resolve your complaint to your satisfaction, you can make a formal complaint.

If you would like to make a formal complaint which is fully investigated and formally responded to, please either write to:

Quality and Compliance Office
Glenside
Warminster Road
South Newton
Salisbury
SP2 0QD

or if you would prefer to speak to someone, you can raise your complaint verbally with the Unit / Ward Manager, or ask to speak to the Operations Manager.

Formal Complaints Procedure

Stage 1 Complaint – Local Resolution (formal complaint or concern / complaint unresolved locally)

- Make your complaint in writing to the Quality and Compliance Office or verbally to a member of staff.
- You will receive a letter acknowledging receipt of your complaint.
- The Operations Manager will assign a lead to fully investigate the complaint.
- You will receive a formal response letter informing you of the outcome of the investigation and any action to be taken within 20 working days of your complaint being received. If the investigation is likely to take longer than 20 working days, you will be informed of this.

If you are not satisfied with the response to your complaint, you can request a review of the investigation into the complaint within 6 months of receiving the response letter.

Stage 2 Complaint – Complaint Review (formal complaint response not to satisfaction of complainant)

- Make your request for the investigation into your complaint to be reviewed in writing to the Quality and Compliance Office or verbally to a member of staff.
- You will receive a letter acknowledging receipt of your request.
- The CEO will assign a lead to fully review the investigation into the complaint its findings and actions taken.
- You will receive a formal response letter informing you of the outcome of the investigation and any action to be taken within 20 working days of your complaint being received. If the review is likely to take longer than 20 working days, you will be informed of this.

If you are not satisfied with the outcome of the review, you refer your complaint to the Independent Sector Complaints Adjudication Service (ISCAS).

Stage 3 Complaint – Independent External Adjudication (ISCAS)

- ISCAS will make contact with the Chief Executive, who will provide them with a full account of the complaint and the investigation.
- ISCAS will review all information and respond accordingly.

Contact Details:

Please address written complaints to:

Quality and Compliance Office
Glenside
South Newton
Salisbury
Wiltshire
SP2 0QD

ISCAS address:

Independent Sector Complaints
Adjudication Service
70 Fleet Street
London
EC4Y 1EU

Care Quality Commission (CQC)

Our regulatory body, the CQC, does not undertake investigations into individual concerns or complaints, but do welcome feedback from individuals. If you wish to inform them of a concern you have regarding the service we provide, they can be contacted at:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161
www.cqc.org.uk

Ombudsman

The Ombudsman will usually only accept complaints once the complainant has attempted to resolve the complaint with the organisation involved and has received a response from them. The Ombudsman believes that the organisation should be given the chance to respond and, where appropriate, try and put things right before they become involved.

For the Hospital:
Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
www.ombudsman.org.uk

For the Care Homes:
Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
www.lgo.org.uk

Concerns and Complaints

A guide for patients, service users and members of the public