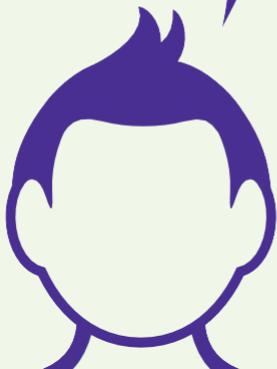




**care**  
inspectorate

# What you can do if you are unhappy about a care service



HAPPY TO TRANSLATE

If you are unhappy about a care service, you have a number of options.

## **Speak to the service**

First, we would urge you to raise any issues directly with the service. Often, things can be resolved quickly once the service is aware of the problem and you can agree with them how it will be solved. We would encourage this wherever possible.

## **Use the service's complaints procedure**

Or, you may wish to make a formal complaint to the service using its complaints procedure. All registered care services must have a clear complaints procedure that you can access.

## **Contact us**

You may choose to complain directly to the service or to us, or both.

If you raise a concern with us, you can choose to:

- give us your name and contact details

OR

- ask to keep your details confidential

OR

- be anonymous.

You can find our contact details at the end of this leaflet.

## What we investigate

If your concern is about the standard of care being provided, you can raise it with us. We will look at the issues you have raised to identify the level of risk posed to people experiencing care. We also take into account the care service's history and how we think the issue can best be resolved.

We may assess your concern as being appropriate for direct service action or investigation by the provider. This means that if we believe your complaint can be resolved, we will with your permission contact the care service on your behalf and ask them to engage directly with you to resolve the complaint.

If your concern meets our criteria for investigation as a complaint, we will carry out a formal investigation. If we decide to do this, we will write to you to confirm what we will investigate and tell you about the process.

If we believe the nature of your concern involves child or adult protection issues, we must inform the relevant authorities, mainly police and social work services. We will not ask your permission, but we will tell you we are doing this. We work closely with police and social workers to safeguard people.

## Whistleblowing

The Care inspectorate is a 'prescribed person' under The Public Interest Disclosure (Prescribed Persons) Order 2014. This Act provides protection to workers that make disclosures in the public interest. This means that employees can raise issues of concern (disclosures) with us about the quality of care that is

provided in services that are registered with us in confidence. We will use the information we received to improve the services we regulate, and we will protect your identity throughout.

The Care Inspectorate cannot give advice about the legal protection offered to whistle-blowers. However, if you are an employee or a social work student and you are unsure about how to raise a concern in your workplace guidance is available on the Care Inspectorate website. You can access this by clicking on the link below. The guidance explains the difference between raising a concern and whistleblowing and when a person raising a concern qualifies for legal protection under whistleblowing law.

- [Raising concerns in the workplace: Guidance for employers, social service workers and social work students](#)

## **What we don't investigate**

There are some matters we don't have the authority to investigate. Depending on the nature of your complaint, it may be the responsibility of another organisation. If your concern is not appropriate for us, but can be dealt with by another organisation, we will let you know. If you are unsure, please contact us for advice.



Matters that we cannot investigate include:

- a request for compensation
- issues that are in court or have already been heard by a court or tribunal
- a complaint that has already been upheld by the provider and action taken to change/improve practice
- staff employment issues that are covered by contract, grievance and employment conditions
- issues that are not within the remit of the care provider
- complaints about social work decisions or contracting with a provider
- an attempt to reopen a previously concluded complaint or have a complaint reconsidered where we have already given our final decision.
- child and adult protection issues
- criminal offences

## **What to do if you are still not satisfied**

If you are unhappy with how we investigated your complaint, you can ask for a review. We will consider the information submitted by you or the complained against and the evidence we gathered during our investigation and decide if we need to change the complaint outcome, reinvestigate, or stand by our investigation findings.

## Getting in touch to raise your concern

You can:

Fill in the online form on our complaints webpage at:

[www.careinspectorate.gov.scot](http://www.careinspectorate.gov.scot)

Call us on **0345 600 9527**

Write to us at:

### **Complaints**

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

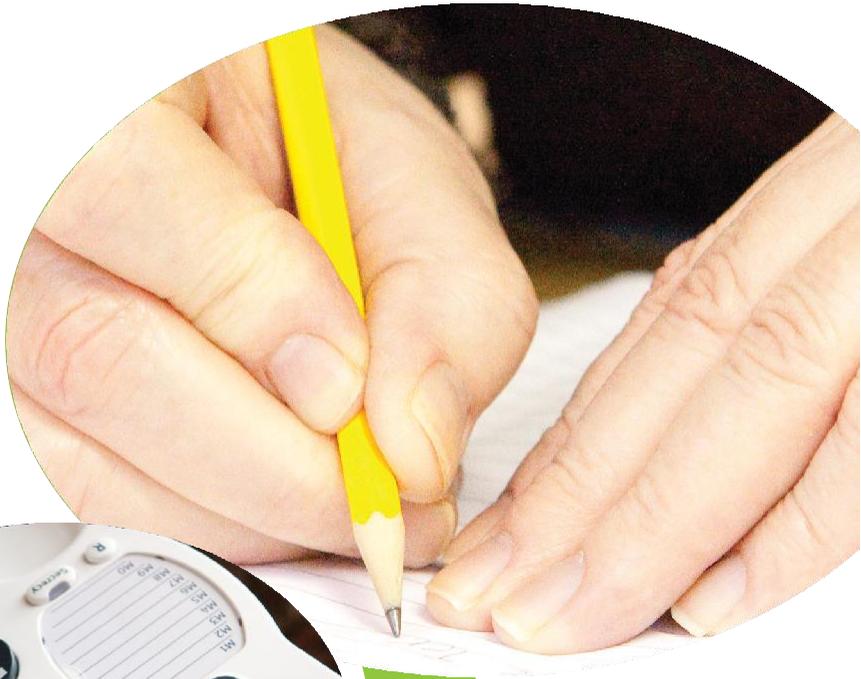


## Further information

People have a right to complain about the performance of the Care Inspectorate. We value complaints and use information from them to help us improve. If you are dissatisfied with our services, please get in touch. You can find information about making a complaint against us on our website or get in touch using the contact details above to ask us for our information leaflet.

If you complain about us and you are still not happy, you can go to the Scottish Public Services Ombudsman (SPSO) at [www.spsso.org.uk](http://www.spsso.org.uk) or call **0800 377 7330**.

**The Care Inspectorate regulates care services** and this means we deal with standards of care being delivered by the services. **The Scottish Social Services Council (SSSC) regulates the staff** who work in care services and have powers to investigate individuals. If your concern is about members of staff, you can contact the SSSC at [www.sssc.uk.com](http://www.sssc.uk.com) or on **0345 603 0891**.





## Headquarters

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Fax: 01382 207289

## Website:

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[enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot) Care  
Inspectorate Enquiries: 0345 600 9527



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Committed to clearer communication

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AWARD

