

## Complaints Handling Procedures

### Stage 1 Frontline/Early Resolution

For issues that are straightforward and easily resolved, requiring little or no investigation.

Frontline resolution stage must be concluded within 5 working days from the date of receipt, either by resolving the complaint or by escalating it to the investigation stage.

If you are satisfied with the decision the complaint will be closed.

### Stage 2 Investigation

Your complaint will be acknowledged within 3 working days.

Your complaint will then be investigated and you will receive a full response within 20 working days.

If there is a clear reason for extending this timescale, the manager dealing with the complaint will contact you and agree a revised timescale (extending the timescale must be authorised by a senior manager).

If we have concluded investigation of your complaint and you are still not happy, you can ask the Scottish Public Services Ombudsman (SPSO) to consider your complaint further. The SPSO cannot normally look at complaints more than 12 months after you become aware of the matter you want to complain about, or if it is the subject of legal action.

The SPSO can be contacted at: Freepost SPSO  
Telephone: 0800 377 7330  
Text: 0790 049 4372  
Email: [ask@spso.org.uk](mailto:ask@spso.org.uk) Web: [www.spso.org.uk](http://www.spso.org.uk)

### Getting help to make your complaint

The Patient Advice and Support Service (PASS) is an independent organisation that provides free and confidential advice and support to patients and other members of the public in relation to NHS Scotland. The service promotes an awareness and understanding of the rights and responsibilities of patients and can advise and support people who wish to make a complaint to the NHS. Further information and contact details can be found on the PASS web site: [www.patientadvicescotland.org.uk](http://www.patientadvicescotland.org.uk)



## West Dunbartonshire Health and Social Care Partnership Complaints Procedures



**Address:** West Dunbartonshire Health and Social Care Partnership, Hartfield Clinic, Latta Street, Dumbarton, G82 2DS

**Telephone:** 01389 776833

**Email:** [wdhscp@west-dunbarton.gov.uk](mailto:wdhscp@west-dunbarton.gov.uk)

West Dunbartonshire Health & Social Care Partnership is committed to effectively responding to and learning from the experiences of individuals, families and carers to ensure the delivery of safe and high quality services.

### **How can I complain?**

Complaints should be brought to the attention of staff directly involved, or their manager, to be dealt with as they arise. These complaints are stage 1 of the complaints process and are called frontline/early resolution and must be completed within five working days unless there are exceptional circumstances (see below).

If you are not satisfied with the outcome of this resolution, or if you do not wish to pursue this option, we will investigate your complaint at stage 2 of the process.

Please contact us to submit a complaint at:

Address: West Dunbartonshire Health &  
Social Care Partnership Council  
Offices, Garshake Road,  
Dumbarton, G82 3PU

Telephone: 01389 776833

E-Mail: [wdhscp@west-dunbarton.gov.uk](mailto:wdhscp@west-dunbarton.gov.uk)

### **What happens after I have submitted a stage 2 complaint?**

You will receive an acknowledgement letter. This letter will let you know under which organisational policy or procedure your complaint is being investigated (see below); and when you should expect to receive a response to your complaint.

A member of staff from the appropriate service area will be assigned to investigate your complaint.

We will investigate the issues raised and will aim to reply within 20 working days.

In some cases, we may need more time to reply. If this is so, we will let you know and tell you why.

We may contact you for more information, or to discuss your complaint, or to suggest a meeting.

### **What if someone else makes a complaint on my behalf?**

Where someone else wishes to make a complaint for you, they must be able to demonstrate that they have obtained your consent - normally in writing - to make such a complaint on your behalf.