



Concerns, Complaints and Suggestions Policy

Effective from	December 2018	Owner	Corporate Services
Last reviewed	23/08/2025	Authorised by	Gail Burden, CEP



1. Purpose

Capella is committed to ensuring that all concerns, complaints and suggestions are handled in a clear, fair and effective manner.

This policy enables people to feel confident that they will be listened to, taken seriously and supported. It reflects Scottish legislation, current best practice guidance, and the **Health and Social Care Standards: My Support, My Life**.

2. Scope

This policy applies to anyone who has accessed Capella services (Sleep Action / TEENS+ / Friends+ / Next Steps) or anyone acting on their behalf.

It can be used to raise issues about the quality of service, the behaviour of staff, or any other matter of concern.

3. Policy Statement

Capella values feedback and views all concerns or complaints as opportunities to learn, adapt and improve.

We strive to create an open environment where people can freely express concerns, being confident that they will be addressed promptly and respectfully.

This policy is guided by: - **Health and Social Care Standards (Scottish Government, 2017)**, particularly:

- *Standard 4.20*: "I am listened to and taken seriously if I have a concern or complaint."
- *Standard 1.6*: "I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential."
- **Social Care (Self-directed Support) (Scotland) Act 2013** – ensuring choice and control.
- **Public Services Reform (Scotland) Act 2010** – establishing the Care Inspectorate's oversight.
- **Patient Rights (Scotland) Act 2011** – reinforcing rights to feedback, complaints and support.



- **Data Protection Act 2018 / UK GDPR** – ensuring confidentiality of complaint records.

4. Definitions

- **Suggestion / Feedback:** Information or ideas about the service to help improve quality.
- **Concern:** An expression of worry or unease about an aspect of service delivery.
- **Complaint:** An expression of dissatisfaction about services, staff behaviour, or failure to meet expected standards.

5. Giving Feedback & Suggestions

- Feedback can be shared with any staff member or manager.
- All feedback will be acknowledged, logged, and considered.
- Responses will be given and learning shared with staff and management.

6. Raising a Concern

Capella will treat and respond to all concerns and complaints with a view of transparency. Concerns should be raised with staff or a manager as soon as possible, allowing issues to be resolved informally at an early stage.

Where this is not possible, the concern may proceed as a complaint and the appropriate process will be followed to ensure that all appropriate recording and logging of the complaint is detailed so a thorough investigative process can take place.

Making a Complaint Procedure:

1. Submit your complaint verbally, in writing, by email or telephone to the relevant Manager.



2. If you feel uncomfortable raising it locally, you may contact the Senior Management Team or the CEO. Acknowledgement will be provided within **5 working days**.
3. An investigating officer will be appointed (often by the CEO) and a clear timetable provided.
4. You will receive the outcome within **10 working days** of the investigation being completed. If delayed, you will be informed of the reasons and a revised timescale.
5. If unsatisfied, you may appeal to the **CEO** within **5 working days** of receiving the decision. A final response will be issued within **28 days**.
6. All complaints are logged securely, in line with **Data Protection legislation**, and retained for 12 months before secure disposal.

Accessibility & Advocacy

Capella is committed to ensuring accessibility. We will provide: - Information in accessible formats (Easy Read, large print, BSL, translations).

We will work with internal and external agencies to provide communication support if and where this is required.

We will work with and provide support by providing access to **independent advocacy services**, such as those supported by the **Scottish Independent Advocacy Alliance (SIAA)** or any other relevant party that is supportive of the complaint being dealt with appropriately and in a way that meets the individuals needs.

External Complaints Bodies

Capella will work to resolve all concerns and complaints received however, if you are not satisfied with our response, you can contact:



Care Inspectorate

Compass House, 11 Riverside Drive, Dundee, DD1 4NY

Tel: 0345 600 9527

Website: www.careinspectorate.com

Scottish Public Services Ombudsman (SPSO)

Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS

Tel: 0800 377 7330

Website: www.spsso.org.uk

Local Authority Social Work Department Contact
the relevant council directly.

Scottish Independent Advocacy Alliance (SIAA)

Tel: 0131 510 9410

Website: www.siaa.org.uk

Scottish Charity Regulator (OSCR)

Tel: 01382 220446

Website: <https://www.oscr.org.uk/about-oscr/contact-us/complaints/>

Monitoring and Review

All complaints or concerns that are received are reported immediately to the Head of Service, CEO and HR. These are then reported on a quarterly basis to the Board of Trustees, unless it is felt that this complaint presents an increased risk to the organisation and its functions which will then result in immediate reporting.

Learning from complaints is used to improve services and we will be transparent in this learning offering best practice guidance to our staff at all times.

The Policy will be reviewed annually, or sooner if required to ensure alignment with **Scottish legislation and best practice guidance.**

This policy ensures that Capella continues to provide services in line with the principles of dignity, respect, compassion, inclusion, responsive care and wellbeing, as set out in the Health and Social Care Standards: My Support, My Life.



Complaints Form

What's your name?	
Which department is your complaint about?	
Date:	

Please tick the box / boxes to tell us what your complaint is about / why you are not happy.

<input type="checkbox"/>	Your service	<input type="checkbox"/>	Health & Safety
<input type="checkbox"/>	Support	<input type="checkbox"/>	Facilities
<input type="checkbox"/>	Person who works for Capella	<input type="checkbox"/>	Advice given
<input type="checkbox"/>	Another person who uses the service	<input type="checkbox"/>	Something else
<input type="checkbox"/>	Communication with Capella	<input type="checkbox"/>	

Please give us some more details:

Tell us more about what is wrong
What resolution are you seeking?



Capella Complaints Policy – Easy Read

About this policy

We want everyone who uses Capella (Sleep Action / TEENS+ / Friends+ / Next Steps) to know how to give feedback, raise concerns, or make a complaint.

This policy explains what you can do and how we will help.

It follows the **Health and Social Care Standards: My Support, My Life** and Scottish law.

What is feedback, a concern, or a complaint?

- **Feedback / Suggestion:** Telling us your ideas or thoughts about our service.
- **Concern:** Saying you are worried or unhappy about something.
- **Complaint:** Saying you are not happy with our service, staff, or how something was done.

What we believe

- Everyone has the right to be listened to and taken seriously.
- Complaints are not bad – they help us learn and improve.
- We will always treat you with respect and kindness.

How to give feedback

- Speak to any staff member or manager.
- You can write it down, phone us, or email us.



- We will thank you, record it, and let you know what happens.

How to raise a concern

- Talk to a staff member or manager as soon as you can.
- Talk to your parents, carer's or friends and they can help you.
- Many worries can be fixed quickly.
- If not, you can make a complaint.

How to make a complaint

1. Tell the Manager, Senior Team, or CEO. You can phone, write, or email.
2. We will reply within **5 working days** to let you know we got your complaint.
3. An investigation will take place. You will be told who is looking into it.
4. You will get a reply within **10 working days** of the investigation finishing.
5. If you are not happy, you can appeal to the **CEO**. You will get a final reply within **28 days**.

All complaints are kept private and stored safely.

If there is a need to tell a third party about your complaint e.g. the Police then we will tell you that we are doing this and explain the reasons why.

Accessible support

- Information can be given in Easy Read, large print, BSL, or other languages.
- Communication support will be offered if needed.
- You can ask for help from an **independent advocate**.



Who else can help?

If you are not happy with our response, you can contact:

Care Inspectorate

Compass House, 11 Riverside Drive, Dundee, DD1 4NY

Tel: 0345 600 9527

Website: www.careinspectorate.com

Scottish Public Services Ombudsman (SPSO)

Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS

Tel: 0800 377 7330

Website: www.spsso.org.uk

Your Local Social Work Department Contact

your local council.

Scottish Independent Advocacy Alliance (SIAA)

Tel: 0131 510 9410

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Scottish Charity Regulator (OSCR)

Tel: 01382 220446

Website: <https://www.oscr.org.uk/about-oscr/contact-us/complaints/>

Checking and improving

- Complaints are reported to our managers immediately and the Board every 3 months.
- We use complaints to make our services better.
- The policy is reviewed every year to keep it up to date with Scottish law and good practice.

Remember: It is your right to be listened to. Complaints help us give you the best support possible.