



**Let's think about
making a
complaint**





Cygnnet has a
Complaints Policy.



This easy read document
is about how to make
a complaint about our
services.

What is a complaint?



A complaint is when you feel unhappy about a service and you want a response.

You may be unhappy because:



- we did something in the wrong way

- we did something that should not have been done



- we missed something out from your care

Who can I talk to?



You can talk to staff about any complaints. Here are some examples of who you might want to talk to:



staff



manager



a family member
or friend



inspectors



advocate



social worker

An **advocate** is someone who supports you to make decisions.

How to complain



Most complaints are solved through talking. Staff will listen to you and answer your questions.

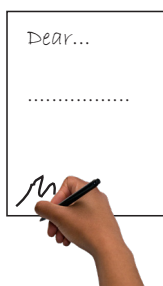


You can also share concerns at community meetings or People's Council.

If you are still unhappy you can



Fill out a complaints form. Staff can give this to you and help you to fill it out.



You can write to or email the service manager.

What we will do



Your complaint is seen by people in charge of your care.



You will be treated fairly and receive support throughout the complaint.

Stage 1: Early Resolution



A staff member or service manager will talk to you about your complaint.



Your complaint will be listened to and written down. You will receive a response to your complaint within 5 working days. We will let you know if we need longer.



If you are satisfied we will close the complaint.

Stage 2: Investigation



If you are not satisfied, or Cygnet feels that there should be an investigation. The complaint will become a Stage 2 complaint.

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You will be notified about this within 3 days of the complaint.



An investigator will be chosen.

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The investigator will contact you or your advocate to talk about your complaint. This may take up to 20 working days.



You will receive a letter with the outcome of your complaint.



If you are satisfied we will close the complaint. If you are not satisfied you can request an different review from the Ombudsman.

Ombudsmen



If you are not happy about the outcome of your complaint you can ask the Ombudsmen to look into it further.



Talk to your advocate or representative to start the process.



The details to contact the Ombudsmen are provided on page 12.

Our promise to you



We will listen to you when you talk to us. We will read all complaints.



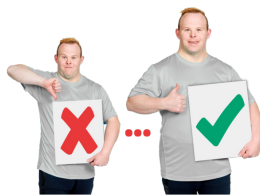
You have the right to say how you feel.



Making a complaint will not affect the support you receive.



We can support you to understand what is happening.



Your complaints help us improve our services.

More information



If you want to read more about the complaints process you can go to the main Cygnet website on the internet:

<https://www.cygnetgroup.com/service-users-carers/information-for-family-carers/feedback/>

Staff can help you go to the website on a computer.

QR codes

To submit a concern or read more about the complaints process you can scan the QR codes below. You will need a phone or tablet to do this. Staff can help you.



Submit a concern or complaint



More information about complaints

Regulators, Ombudsman and Other useful contacts

Regulators for Scotland

Scotland Health Care

-  Healthcare Improvement Scotland (HIS)
-  Address: F.A.O. Programme Manager
Independent Healthcare Services Team
Edinburgh Office,
Gyle Square,
1 South Gyle Crescent,
Edinburgh,
EH12 9EB
-  Telephone: 0131 623 4342 (10am-2pm
Monday to Friday)
-  Email: his.ihcregulation@nhs.scot
-  Website:
www.healthcareimprovementscotland.org

Scotland Social Care

-  Care Inspectorate (CI) Headquarters
-  Address: Compass House,
11 Riverside Drive,
Dundee,
DD1 4NY
-  Telephone: 0345 600 9527
-  Email: enquiries@careinspectorate.gov.scot
-  Website: www.careinspectorate.com

Ombudsman for Scotland

Scotland

 Scottish Public Services Ombudsman (SPSO)

 Address: Freepost SPSO
SPSO Bridgeside House,
99 McDonald Road
Edinburgh
EH7 4NS (You don't need to use a stamp)

 Freephone: 0800 377 7330

 Online contact: www.spsso.org.uk/contact-us

 Website: www.spsso.org.uk

Useful Contacts

Mental Welfare Commission for Scotland	<p> Address: Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HE</p> <p> Telephone: 0800 389 6809</p> <p> Website: https://www.mwcscot.org.uk/</p>
Office of the Public Guardian	<p> Address: Hadrian House, Callendar Business Park, Callendar Road, Falkirk, FK1 1XR</p> <p> Telephone: 01324 678300 and press option 0</p> <p> Email: OPG@scotcourts.gov.uk</p> <p> Website: www.publicguardian-scotland.gov.uk/general/contact-us</p>
Patient advice and support service (PASS)	<p> Advice Line: 0800 917 2127</p> <p> Website: pass-scotland.org.uk</p>

Address

Cygnat
4 Millbank, 3rd Floor,
Westminster,
London,
SW1P 3JA

Telephone

0207 123 5706

Website

www.cygnatgroup.com

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helping us make this easy read.



**Accessible
Information
Standard**