

Feedback and compliments

Sometimes people just want to give us feedback or compliments on how we are doing or tell us about something they think we should know. This can be done through our 'contact us' form at <https://www.cygnetgroup.com/contact/> or simply scan the QR code.

Scan me to raise a concern or complaint

Scan me to leave feedback or a compliment



Head office address: F.A.O. Complaints and Compliments Team, Cygnet, 3rd Floor, 4 Millbank, London SW1P 3JA



Regulators for Scotland

Scotland – Health Care	<p>Healthcare Improvement Scotland (HIS) F.A.O. Programme Manager Independent Healthcare Services Team Edinburgh Office, Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB</p> <p>Tel: 0131 623 4342 (10am-2pm Monday to Friday) Email: his.ihcregulation@nhs.scot www.healthcareimprovementscotland.org</p>
Scotland – Social Care	<p>Care Inspectorate (CI) Headquarters Compass House, 11 Riverside Drive, Dundee, DD1 4NY</p> <p>Tel: 0345 600 9527 Email: enquiries@careinspectorate.gov.scot www.careinspectorate.com</p>

Ombudsman for Scotland

Scottish Public Services Ombudsman (SPSO)	<p>Freepost SPSO SPSO Bridgeside House, 99 McDonald Road Edinburgh EH7 4NS (You don't need to use a stamp)</p> <p>Freephone: 0800 377 7330 Online contact: www.spsso.org.uk/contact-us Website: www.spsso.org.uk</p>
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Useful contacts for Scottish services

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



**Feedback,
Compliments and
Complaints**

Policy and procedure for people who use, or come into contact with our services in Scotland

Our priority is putting individuals at the heart of all we do in the delivery of safe, high quality services.

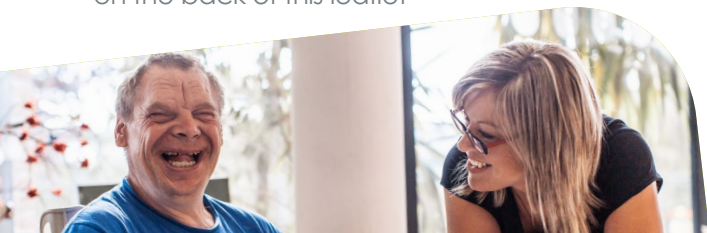
We spoke with people who use our services, experts by experience, families, carers and staff about what they would want our approach to complaints to look like. This is what they told us:

- > I want to see a **positive culture** around complaints handling.
- > I want to **feel listened to** when I have given my feedback.
- > I want staff to **be honest** with me.
- > I want staff to **capture to my views**.
- > I want staff to **learn from my experience**.

Raising a complaint or concern about staff, a service or something else.

You can do this by:

- > Talking directly to the people providing your care, this could be your nurse, support worker or the service manager.
- > Filling in a feedback form, which you can get from staff at the service.
- > Going to our website at this address: www.cygnetsgroup.com/service-users-carers/information-for-family-carers/feedback and clicking 'Submit a concern or complaint', or scanning our **QR code** at the end of this leaflet.
- > Emailing or writing to the service manager.
- > Speaking with an independent advocate.
- > Sharing feedback at community meetings or with your People's Council representatives.
- > Writing to us at our Cygnet Head Office address on the back of this leaflet

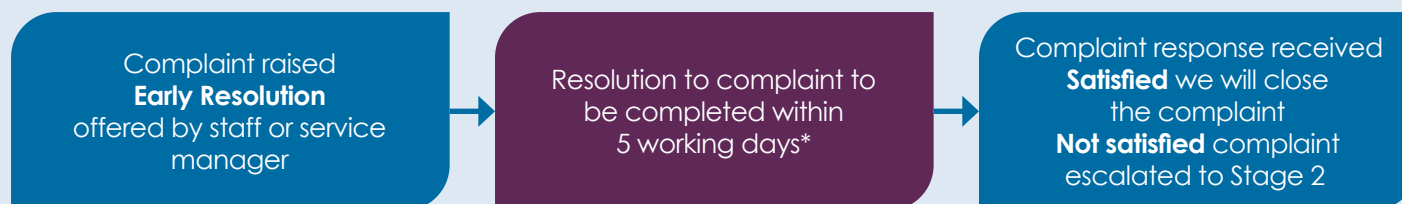


Whichever method you choose, you can be sure we want to hear your views. If you want to make a complaint here is some information that might be helpful:

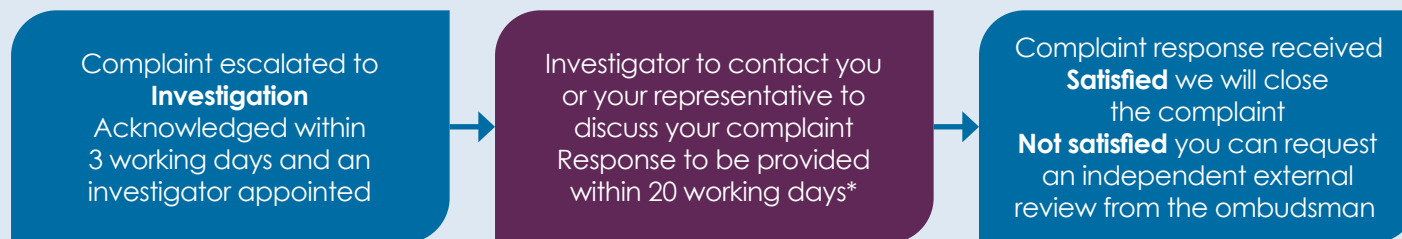
- > We will investigate complaints within six months from the date you become aware of the incident, provided that this is no later than 12 months after the date the incident occurred.
- > **Stage 1: Early Resolution.** We aim to resolve all concerns and complaints as quickly as possible. At Stage 1 of our process, this means providing a resolution within 5 working days.
- > **Stage 2: Investigation.** Where we have tried to resolve matters at Stage 1 and this has been unsuccessful, or complaints are of a complex nature, we will proceed to investigation at Stage 2. This means we will aim to provide a response within 20 working days following a thorough investigation of the points raised.

Cygnet's complaints process for our Scottish Services:

Stage 1 process



Stage 2 process



* We will let you know if we need longer for complex complaints and agree a reasonable response time with you.

Information about the SPSO:

- > The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about public services in Scotland. If you remain dissatisfied after the complaints process has concluded, you can ask the SPSO to look at your complaint. **The SPSO cannot normally look at complaints:**
 - Where you have not gone all the way through the complaints handling procedure
 - More than 12 months after you became aware of the matter you want to complain about, or
 - That have been or are being considered in court.