

# COMPLAINTS & SUGGESTIONS



## COMPLAINTS & SUGGESTIONS

**Bield aims to provide high quality services at all times.** We recognise, however, on some occasions we may get things wrong or a service user may be unhappy about some aspect of our service.

This leaflet tells you what you can do to complain if you are unhappy with the services we provide. It also tells you how you can make suggestions to improve our services. A full copy of the detailed Complaints Policy is available on request or on our web site [www.bield.co.uk](http://www.bield.co.uk)

Bield is committed to continuous improvement. We seek to use complaints and suggestions to help us shape future improvements in service delivery.

### What is a Complaint?

We define a complaint as:

**“an expression of dissatisfaction, however made, about the standard or quality of service, action or lack of action, by Bield or its staff affecting an individual or a group of individuals in receipt of a service provided by the Association”.**

It is where there has been a failure in routine service delivery and the service user has then expressed their dissatisfaction with the earlier service or action taken.



### Who can Complain?

The Policy may be used by those service users who:

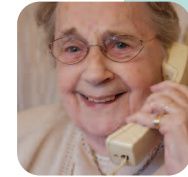
- live in our Supported or other Housing
- live in our Registered Care Housing
- live in and/or own Private Retirement Housing which we manage
- make use of any of our community services such as:
  - Bield Response24
  - Home Care / Flexi-Care / Day-Care
- have applied to Bield for housing or services

Complaints will be treated in confidence as far as possible. However, it may not be possible to investigate a complaint fully or resolve it without sharing information, which we will only do with the complainants agreement.

We will not normally deal with anonymous complaints other than in a very general way.

### How to Complain

We accept complaints in any format. You can telephone or write to us. You can use our web site to email us. You can complete the complaints form which is attached to this leaflet. If you are unable to make the complaint yourself you can ask someone to act as your representative and write or telephone on your behalf.



**How will a Complaint be dealt with?**

There are four different stages that a complaint can go through as shown in the following table:

Complaint Stage	Informal	Stage One	Stage Two	Stage Three
Who deals with it?	Local staff	Manager of service	Service Director	Board Member
Acknowledgement	5 working days	5 working days	5 working days	5 working days
Response	5 working days	15 working days	15 working days	20 working days

A complaint will normally be dealt with at the earliest stage in the process. Bield will try to resolve matters at this stage. If you are dissatisfied with the outcome you can appeal to the next stage.

**Who else can help you?**

We will always try to resolve complaints informally. However, should you feel it is important to get independent advice before proceeding with a complaint, the following agencies may be able to help:

- Welfare Right Services
- Citizens Advice Bureau
- Law Centre
- Solicitor

If you consider that a complaint has not been resolved under Bield’s Complaints Policy you can refer it to one of the following bodies, depending on the nature of the complaint.



**The Scottish Public Services Ombudsman**

The Scottish Public Services Ombudsman provides a free and impartial service. A leaflet about the SPSO is available to all tenants and service users from Bield, or directly from the Ombudsman.

Anyone who receives a service or has applied for housing from a Housing Association can make use of the services of the SPSO. The complaint must usually have gone through the Association’s own complaints procedure before the Ombudsman can deal with it.

Scottish Public Services Ombudsman  
 4 Melville Street  
 Edinburgh EH3 7NS  
 Telephone: 0800 377 7330  
 Text: 0790 049 4372  
 Fax: 0800 377 7331  
 Email: ask@spsso.org.uk  
 Web: www.spsso.org.uk

**The Care Commission**

If you live in a Registered Care Home, receive day/home care or respite services or housing support from Bield, you can complain directly to The Care Commission. This is an independent body which regulates care services in Scotland. A leaflet about the Care Commission Complaints Procedure is available from Bield or from The Commission.



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The Care Commission complaints procedure allows you to pursue the complaint with the local service provider (Bield) or contact The Care Commission who will investigate the complaint on your behalf. This can be done at any stage without using Bield's complaints procedure first. Local contact details for The Care Commission are available from any Bield office or directly from the scheme or project that provides the service. The main contact office is:

The Care Commission  
Compass House  
11 Riverside Drive  
Dundee DD1 4NY  
Telephone 0845 6030890  
Web: [www.carecommission.com](http://www.carecommission.com)

### **The Local Council**

Where we provide services on behalf of Departments within the Local Council, e.g. the Social Work Department or Supporting People Team, service users have a right to complain to them at any stage without using Bield's complaints procedure first. Local Council contact details are available from any Bield office or directly from the scheme or project that provides the service.



### **INNIS – Private Retirement Housing Advice Service**

If you live in a private retirement development managed by Bield, you may refer complaints to INNIS. This agency may act on your behalf. Copies of the INNIS brochure can be obtained from any Bield office or directly from:

INNIS  
Age Concern Scotland  
Causewayside House  
160 Causewayside  
Edinburgh EH9 1PR  
Telephone 0845 833 0250  
Web: [www.ageconcernscotland.org.uk](http://www.ageconcernscotland.org.uk)

### **Suggestions & Comments**

Complaints let us know when something has gone wrong. We do however welcome suggestions and comments on how we can make improvements to our services.

As a forward thinking organisation we recognise the need to continually improve our services. We value the opinions of the people who use our services. Your suggestions and comments can help us look at and consider services from a different perspective.

Suggestion cards are available in every scheme and project. They are also available from our website. Simply complete the card and return to your Scheme or Project Manager or send directly to any Bield office.



## **Bield Housing Association Limited**

### **Registered Office**

79 Hopetoun Street  
Edinburgh EH7 4QF  
Tel: 0131 273 4000  
Fax: 0131 557 6327

12 Somerset Place  
Glasgow G3 7JT  
Tel: 0141 270 7200  
Fax: 0141 331 2686

1 Bonnethill Gardens  
1 Caldrum Terrace  
Dundee DD3 7HB  
Tel: 01382 228911  
Fax: 01382 224088

### **Bield Response24**

18 Castlebank Gardens  
Anniesland  
Glasgow G13 2BG  
Tel: 0141 950 1025  
Fax: 0141 959 0788

Email: [info@bield.co.uk](mailto:info@bield.co.uk)  
Web: [www.bield.co.uk](http://www.bield.co.uk)  
Scottish Charity No. SC006878



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