

Raising a Concern at The Action Group



This document is about how to raise a concern at The Action Group if you get angry or upset.

Feeling unhappy with your support



Some times there maybe things that you don't like about your support service. For example



Not being listened to



Changes being made to your support without anyone telling you?

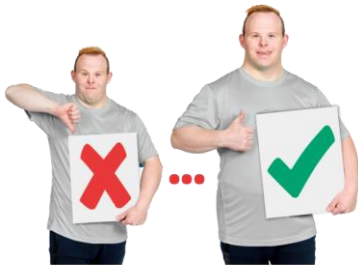


Feeling upset or angry because of something a staff member has done whilst supporting you.

Feeling unhappy with your support



It is okay to say you are unhappy with your support service and that you would like it to change.



It is important to let us know what this is even if it is something small.

This way we can try to fix it.



There are 2 ways you can tell us you are unhappy with your support service

1. Raising a concern
2. Making a formal complaint.



We understand that saying you are unhappy about your support is not always an easy thing to do.



Talking with your staff team

Raising a concern



Who can help?



Raising a concern is usually the quickest way to make things better and is the thing you should try first.

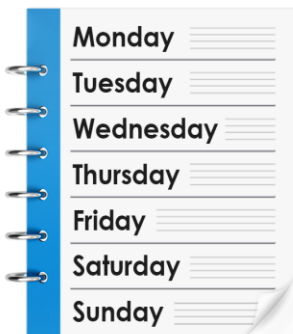


If needed you can get support to raise a concern, or someone can raise a concern for you.

This could be a friend, family member, guardian or an Action Group staff member.



You can tell any Action Group member of staff that you want to raise a concern about your support.

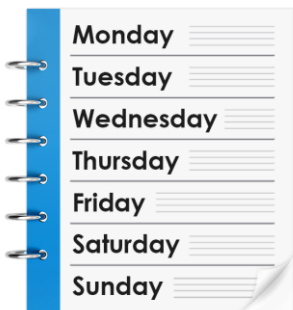


Your team manager will try to fix your complaint within 1 week. If your team manager thinks it will take longer than 1 week they will tell you.

Who can help?



If you are not happy with how your Team manager has dealt with your complaint you can speak with a Development Manager.



Your development manager will try to fix your complaint within 1 week. If they think it will take longer than 1 week they will tell you.



We want to try and help you quickly when you tell us you are unhappy about your support.

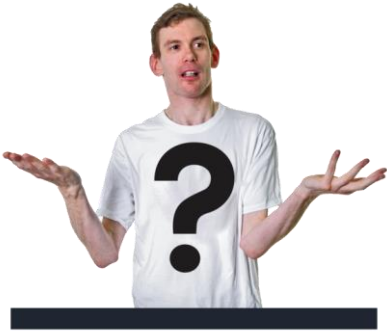
Raising a concern helps us to do that.



Making a Formal Complaint



Making a formal complaint



Why might a formal complaint be needed ?

Examples could include



You have told The Action Group about this problem before and you feel nothing has happened.



You may feel that that your staff team or development manager will not be able to fix the problem.



We might also feel that the problem needs someone to look into it, but it would be better that this person is not part of your team.

Making a formal complaint



You can tell any Action Group member of staff that you want to make a formal complaint.



If you decide to talk to staff about making a formal complaint rather than putting it in writing, the staff member will write down your complaint.



The person will always check that you are happy with what they have written.



Formal complaints should be sent directly to Linda Tuthill who is the Chief Executive at The Action Group.

Making a formal complaint



The Chief Executive will let you know within 1 week that they have received your complaint and that it will be looked at carefully by a member of the Quality Team.



If you make a formal complaint we will get somebody outside your team to look at the problem for you.

They work in the Quality department and this is their job.



Formal complaints do take longer



This is because the Quality department need to speak to more people so they can fully understand your complaint and write a report for Linda.

Making a formal complaint



A member of the Quality team will ask to speak to you so they can fully understand your formal complaint.



When you do this you can have support from someone you trust for example an advocate, family member, guardian or Action Group staff member.



The chief executive will let you know what we found out and what we are going to do within 4 weeks. If we think it will take longer we will let you know and explain why.




care
inspectorate

We will also have to tell the Care inspectorate and local social work department about your formal complaint.



**I am not happy with the
result of my formal
complaint, What can I do?**



What if I am still not happy?



If after this you are still unhappy you will need to speak to someone outside of the Action Group. We will tell you how to do this. This could include speaking to

Your local social work department



Please contact your local social work department



The Care Inspectorate

www.careinspectorate.com

Phone number 0345 600 9527



Scottish Social Services Council

www.sssc.uk.com

Phone number: 0345 60 30 891



You can complain to someone outside The Action Group at any time. It does not matter if you have spoken to the Action Group about the problem or not.



Letting us know about your concern or formal complaint



Who to contact



You can tell us about your concern or formal complaint in a way that is right for you. For example by

- Phone
- E mail - this can including a video or audio recording
- Letter
- Face to face



If you would like to know more about making a complaint or to arrange a time to speak to a member of the team.

Please contact Norton Park reception



Tel: **0131 475 2315**



Email info@actiongroup.org.uk



The Action Group
Norton Park Centre
57 Albion Road
Edinburgh EH7 5QY

Who to contact



Robin Hamilton

Head of Services

Email: robinhamilton@actiongroup.org.uk



Dale Goodfellow,

Quality Manager

Email: dalegoodfellow@actiongroup.org.uk



Linda Tuthill

Chief Executive

Email: lindatuthill@actiongroup.org.uk