



How to Complain



The Moray Integration Joint Board (IJB) plans for and oversees delivery of health and social care services that are delivered for us by NHS Grampian and Moray Council. If your complaint relates to our planning, commissioning and oversight role or any of our policies and decisions then please use this leaflet to find out how to bring it to our attention. However, if your complaint relates to the delivery of health and social care services by NHS Grampian or Moray Council, you should complain directly to that organisation.

If something goes wrong or you are dissatisfied, please tell us. This leaflet describes our complaints process and how to make a complaint. It also tells you about our service standards and what you can expect from us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction, from a member of the public, about our action or lack of action, or about the standard of service we have provided in fulfilling our responsibilities as set out in the Health and Social Care Integration Scheme for Moray.

Issues that are not covered by this definition are likely to be covered by other complaints processes relating to either our Health or Social Work services that are delivered for us by Moray Council and NHS Grampian.

How do I complain?

You can complain by **email**, in **writing**, in **person** at any of our offices, or by **phone**.

When complaining, tell us:

- your full name and address
- how we can contact you
- as much as you can about the complaint

- what you would like to see happen as a result of your complaint.
- if you prefer, you can make your complaint anonymously.

Our contact details

You can make a complaint in person at the place where you have received care, treatment or advice or where the incident that you wish to complain about happened.

You can also make a complaint in person at:

- The Annexe, High Street, Elgin, IV30 1BX
- 13 Cluny Square, Buckie, AB56 1AJ
- Auchernack, High Street, Forres, IV36 1DX
- The Resource Centre, 26 Mid Street, Keith, AB55 5AH

by post: The Complaints Officer, Moray Council, High Street, Elgin, IV30 1BX

by telephone: 01343 543451

by email: complaints@moray.gov.uk

or online: www.moray.gov.uk/complaints

How long do I have to make a complaint?

Normally, you must make your complaint within 6 months of:

- the event, or
- finding out that you have a reason to complain.

In exceptional circumstances, we may accept a complaint after the time limit.

Complaints Handling Procedure

For further information please refer to our Complaints Handling Policy on the Health & Social Care Moray website - www.hscmoray.co.uk

What happens when I have complained?

Our complaints procedure has two stages:

1. Frontline Resolution

We will give you our decision in five working days or less, unless there are exceptional circumstances. If we can't resolve your complaint at this stage, or you are still dissatisfied, it will be escalated to an investigation.

2. Investigation

When investigating we will:

- tell you who is dealing with your complaint
- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will advise you of the revised time limits.

What if I'm still dissatisfied?

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court.

You can contact the SPSO:

in person at:
SPSO
4 Melville Street
Edinburgh
EH3 7NS

by post:
Freepost SPSO

by freephone:
0800 377 7330

or online:
www.spsso.org.uk

mobile site:
<http://m.spsso.org.uk>

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We can take complaints from a friend, relative, or an advocate, if they can evidence that you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance:

by telephone:
0131 260 5380

by email:
enquiry@siaa.org.uk

or online:
www.siaa.org.uk

We are committed to making our complaints process easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access

our processes. If you have trouble putting your complaint in writing, tell us in person or contact us using the details overleaf.

Complaints against Board Members

Any complaint about the conduct of a Board Member should be sent in writing to our Standards Officer:

Head of Legal and Democratic Services
Moray Council, High Street, Elgin, IV30 1BX

or contact:

Public Standards Commissioner for Scotland,
39 Drumsheugh Gardens, Edinburgh, EH3 7SW

by email:

investigations@ethicalstandards.org.uk

Alternative Languages & Formats

If you need information from us in a different language or format, such as Braille, audio tape or large print, please contact us using the details below.

by post: The Complaints Officer, Moray Council,
High Street, Elgin, IV30 1BX

by telephone: 01343 543451

by email: complaints@moray.gov.uk

or online: www.moray.gov.uk/complaints