

# Gloucestershire Local Involvement Networks (LINKs)

## Complaints Policy

### **MISSION**

***The Gloucestershire LINK will help influence, improve or change the way local Health & Social Care services are planned and delivered***

The Gloucestershire LINK is a network of local people, groups and community organisations who want to help shape health and social care services commissioned and provided in Gloucestershire. It is a mechanism for gathering the views of people throughout Gloucestershire communities so that these views can be made known to health and social care commissioners and providers. The Gloucestershire LINK aims to be inclusive and will not discriminate on the grounds of: age, culture, disability, gender, race, religion and belief, sexual orientation. The Gloucestershire LINK has statutory duties and powers and will act in accordance with the Local Government and Public Involvement in Health Act 2007.

This document provides information to anyone who wants to complain about the work of the Gloucestershire LINK, any member of the Gloucestershire LINK, or the Host organisation (GRCC).

All complaints will be treated as confidential. This means that the complaint will be seen only by the people who are directly involved in processing, handling and responding to the complaint except in exceptional circumstances (the person is at risk of serious harm, intending to harm others or intending to carry out a serious crime).

**Complaints can be a valuable source of information. These may relate to: accuracy of reports, use of Statutory Powers, behaviour or competence of the LINK or Host organisation. The Gloucestershire LINK will do its best to use the learning derived from complaints as a tool to improve practice.**

### **The Gloucestershire LINK will:**

- Deal with complaints efficiently and fairly
- Keep complainants fully informed of progress relating to their complaint
- Seek to achieve a resolution which is satisfactory to both the complainant and the Gloucestershire LINK

## **Lodging a Complaint**

- Complaints about the Gloucestershire LINK or its members should, where possible, be made in writing and forwarded to the Stewardship Board Chair or via the Host Organisation
- Complaints about the Chair of the Stewardship Board should, where possible, be made in writing to the Host and will be referred to the Local Authority Lead at Gloucestershire County Council
- Complaints about the Host organisation should be made to the Chief Executive of the Host and will be dealt with through the Host organisation's own complaints procedure.

## **How the Gloucestershire LINK deals with complaints**

Where possible, individuals should make their complaint in writing so that the LINK has a formal written record of the complaint. If a complainant is unable to write to the LINK, other arrangements will be made to ensure equality of access to the complaints process.

### **Stage 1**

#### **Step 1**

- The complaint will be recorded by the host organisation. Receipt of the complaint will be acknowledged in writing within five working days by the host organisation. It will then be referred to appointed representatives of the Stewardship Board.

#### **Step 2**

- The appointed representatives will make the initial decision on whether an investigation is appropriate. If it is, the form of investigation and timescale will be agreed
- The member concerned will be informed of the nature of the complaint and given an opportunity to put forward their own case. This can be either in writing or at an interview arranged at a mutually convenient time
- A full investigation of the circumstances of the complaint will be carried out by the authorised members of the Stewardship Board, supported by the Host organisation. A written record will be kept of these proceedings.

#### **Step 3**

- A response will be sent to the complainant within twenty working days. Recorded delivery will be used for this notification.
- A letter will also be sent to the member concerned detailing the actions that have been agreed by the Stewardship Board.

### **Stage 2**

- If a complainant is not satisfied with the Stewardship Board's decision, an independent facilitator will be offered.

## **Additional advice when making a complaint**

### **When making a complaint by letter, you should include:**

- Your name and contact details
- Who or what has caused your concerns
- When and where the event happened
- Any other relevant information

### **You should also keep accurate records of:**

- Telephone calls related to the complaint. Who you spoke to, when and what the calls were about
- All your papers and correspondence relating to the complaint
- Details of any visits or meetings

### **The Gloucestershire LINK Complaints Policy does not cover:**

- Complaints or concerns about the National Health Service, or the Social Services: These should be dealt with through their respective complaints procedure.
- Complaints about an issue that is already the subject of disciplinary proceedings or Standards of Conduct: these complaints will not be investigated until such processes have been concluded
- Complaints that are being pursued through litigation

## Information about where to send a complaint or concern about the National Health Service, or the Social Services

If you have any enquiries about any aspect of Gloucestershire's Adult Social Care services, the customer services team are there to help. Please write to:

Gloucestershire County Council  
Freepost Plus RRAY-LAYL-HKJX  
Customer Services Team  
Shire Hall  
Westgate Street  
Gloucester TL1 2TG

Telephone 01452 427614 or  
visit the website [www.gloucestershire.gov.uk/feedback](http://www.gloucestershire.gov.uk/feedback) or  
email [customerservices@gloucestershire.gov.uk](mailto:customerservices@gloucestershire.gov.uk)

If you have any enquiries about the treatment or services provided by a local community hospital or NHS treatment outside of hospital e.g. district nursing, health visiting, community therapy services, out of hours services please write to:

NHS Gloucestershire  
The Chief Executive  
NHS Gloucestershire  
Sanger House,  
5220 Valiant Court  
Gloucester Business Park  
Brockworth Gloucestershire GL3 4FE

Freephone: 0800 015 1548  
Email: [community.pals@glos.nhs.uk](mailto:community.pals@glos.nhs.uk)

If you have any enquiries about the treatment or services provided by Gloucestershire Royal, Cheltenham General and Delancey Hospitals please write to:

Gloucestershire Hospitals NHS Foundation Trust  
The Patient Experience Team  
Gloucestershire Royal Hospital,  
Great Western Road  
Gloucester GL1 3NN

Telephone: 0800 019 3282  
Email: [pals@gloucestershirehospitals@nhs.uk](mailto:pals@gloucestershirehospitals@nhs.uk)

If you have any enquiries about mental health or learning disability treatment or services in Gloucestershire please write to:

2gether NHS Foundation Trust  
The Chief Executive  
Rikenel  
Montpellier  
Gloucester GL1 1LY

Freephone: 0800 015 1548  
Email: [community.pals@glos.nhs.uk](mailto:community.pals@glos.nhs.uk)

If you have any enquiries about ambulance services please write to:

Great Western Ambulance Service NHS Trust  
The Chief Executive  
Head Office  
Jenner House  
Langley Park  
Chippenham SN15 1GG

Telephone: 01249 858500  
Email: [pals@gwas.nhs.uk](mailto:pals@gwas.nhs.uk)

If you are unhappy with the service you or others have received from a hospital, doctor, dentist, local surgery or any other NHS service, you can get free, independent and confidential advice by writing to

Independent Complaints Advocacy Service (ICAS)  
Premier House  
Unit 3  
Willowsite Park  
Canal Road  
Trowbridge Wilts BA14 8RH

Telephone 01225 762723  
Email: [trowbridge.icas@seap.org.uk](mailto:trowbridge.icas@seap.org.uk)