



**How can we help you make a complaint,
give compliments or give feedback?**

Orkney Health and Care
Council Offices
School Place
Kirkwall
Orkney
KW15 1NY
Tel: (01856) 873535

Orkney Health and Care values your comments and takes your complaints seriously

Everyone working in Orkney Health and Care strives to provide the highest standards of service at all times. There may be times, however, when you are particularly happy or unhappy with something we have done or wish to comment about our services.

If you wish to record a comment or complaint but are unable to do so you may wish to seek assistance from another agency, e.g. advocacy services. If you would like more information or help, please contact the Service Experience Officer.

Comments or complaints can be made anonymously, although the quality of the investigation may be affected.

Who can comment or complain?

You, or someone acting on your behalf, may complain if you:

- live in, or attend any residential or day-care establishment run by, or commissioned by Orkney Health and Care
- are a child or young person being looked after by Orkney Health and Care
- receive any type of service from Orkney Health and Care or any agency whose services are commissioned on our behalf.
- have been refused a service by Community Social Services.

If you are not satisfied with any part of the service

Tell the person working with you, or the person responsible for the service, that you are not satisfied. If you can't agree — or find it hard to approach the person — ask to speak to their manager. They will consider your comments and try to resolve your problem as quickly as possible. Most complaints and concerns can be resolved satisfactorily at this stage. If you still can't agree — or find it hard to approach the manager, contact the Service Experience Officer.

If you want to comment on good practice

Tell the person you are working with, or the person directly responsible for the service. You can also tell the Service Experience Officer who will pass your comments on to the service concerned. It is invaluable to have feedback which can help deliver services and make life better for you or people across Orkney.

Contacting the Service Experience Officer

You can contact the Service Experience Officer by telephone, email or letter. You can be helped to put your complaint in writing if that's what you would like.

What information you will need to give us

- Your full name and address (though you can also stay anonymous if you prefer).
- As much as you can about the complaint.
- What has gone wrong.
- How do you want us to resolve the matter.

If you make a complaint, what happens next

Orkney Health and Care will:

- **Acknowledge** that your complaint has been received by the service within 5 working days.
- **Discuss** your complaint with you. If you wish, you can ask a friend or representative to attend any meeting too.
- **Investigate** your complaint and contact any members of staff involved.
- **Contact** you within 28 days of your meeting, with the results of the investigation. If your complaint is complex, it may take a little longer — but you will be contacted to inform you about the progress
- **Advise** you on how to appeal to the Scottish Public Services Ombudsman (SPSO) if you are still not satisfied.

More information about our Complaints Procedure is available online:

Go to www.orkney.gov.uk and search for 'OHAC Feedback' or go to www.orkney.gov.uk/our-services/orkney-health-and-social-care-partnership/complaints-compliments-and-feedback-ohac/

If the service is provided by Orkney Island's Council and you would like further information or would like to make a complaint, or give compliments or feedback you can:

- Speak with the Registered Manager of the Service you want to give feedback about
- Fill in the 'Contact us' online services form available at <https://my.orkney.gov.uk/>
- Write to the Service Experience Officer (SEO), Orkney Health and Care, School Place, Kirkwall, Orkney, KW15 1NY
- Phone Orkney Islands Council on 01856 873535 and ask for the OHAC Service Experience Officer – you can leave a message if the SEO is not available
- Email OHACFeedback@orkney.gov.uk
- In Person: If you would like to give feedback in person, please phone the above number to make an appointment

*If the service is one provided by the NHS, please contact NHS Orkney.
If you are not sure who provides the service, please get in touch with the Service Experience Officer who will make sure your message goes to where it is intended.*

This leaflet is available on request in other formats (e.g. large print, audio, child-friendly or in other languages)

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