



Concerns and Complaints

Castle Craig Hospital strives to continually improve its quality of care. Complaints are taken seriously and are investigated, and where lessons can be drawn these are used to apply improvements to the service.

We aim to investigate each complaint properly and resolve it to the complainant's satisfaction wherever possible.

What Is A Complaint?

A complaint is an “expression of dissatisfaction requiring a response”. It may relate to the quality of care and treatment that you have experienced, actions taken by the hospital that you consider inadequate, or a failure to take action when necessary.

However, as there is a very fine line between a complaint and a concern, it is advisable to give staff the opportunity to discuss the matter with you prior to submitting a formal complaint.

We will formally investigate a complaint if it is one of the following:

1. An expression of dissatisfaction about the standard of service.
2. Action or lack of action by the Hospital which affects an individual or group.
3. An allegation that the Hospital has failed to observe proper procedures.
4. How an individual has been treated by a member of staff.
5. An allegation of an unacceptable delay in dealing with a matter.

How Do You Make A Complaint?

Castle Craig Hospital maintains a consistent and fair method of processing complaints. There are three possible stages.

Stage 1: Local Resolution

Many concerns may be resolved quickly and informally at an early stage. A discussion with an appropriate member of staff may be all that is required to put things right.

If you address your concerns to a member of staff, it is a good idea to make a note of when you did this, with whom you spoke and how we dealt with the matter. It is also useful to have a record of this should you need to take the matter further at a later stage.

Minor concerns relating to housekeeping or facilities can be raised by the Group Leader prior to the scheduled weekly community meeting. It may also be appropriate to raise the concern directly with the maintenance or housekeeping team via Upkeep, on the wall mounted tablets available in the Castle Dining Room or by Kirkurd Medical Centre. Other matters can also be raised with the Unit Leads in all treatment units.

Any unresolved complaint may be raised directly either in person or with the Hospital Manager.

If you do not wish to speak to a member of staff, or if you are unhappy with the way in which they have dealt with your earlier concerns, you can take your complaint directly to the Hospital Manager.

You may contact our regulatory body, Healthcare Improvement Scotland, to make a complaint at any time (contact details on last page)

Stage 2: Hospital Investigation

Formal complaints should be addressed in writing to the Hospital Manager at feedback@castlecraig.co.uk

You should include all the points you wish us to address. You should tell us:

- Who or what has caused your concern. If you are complaining about a member of staff, give their name and position if you know it
- Where and when the events took place
- What action you have already taken, if any
- What outcome do you want from your complaint

If we suspect something illegal has happened, we may need to inform the police and you will need to be told about this. We usually investigate complaints that are less than twelve months old. This should not stop you from making a complaint but it may be more difficult for us to fully investigate it.

We will make sure that:

- We acknowledge your complaint within three working days of receipt
- We will address all your concerns
- Each complaint is answered within 20 working days of receipt.

You will receive a full written response outlining the investigation and outcomes within 20 working days of receiving your complaint.

Once the investigation is complete, you will be advised:

- how we carried out the investigation
- of our findings
- if your complaint was upheld or partially upheld
- what further actions we will take.

A record will be maintained of any such complaint and the outcome reviewed at the Hospital Governance meeting.

If you remain dissatisfied with the outcome and resolution offered, or if you do not wish us to investigate your complaint, you have the right to refer the matter to independent review or external adjudication.

Stage 3 – Independent review/external adjudication

If you are dissatisfied with the outcome of the internal investigation at Stage 2, you have the right to take your complaint further, to independent review or external adjudication.

Contact details for our regulatory body, Healthcare Improvement Scotland (HIS) and The Independent Sector Complaints Adjudication Service (ISCAS) are on the last page of this leaflet.

Submitting a Complaint on Another's Behalf

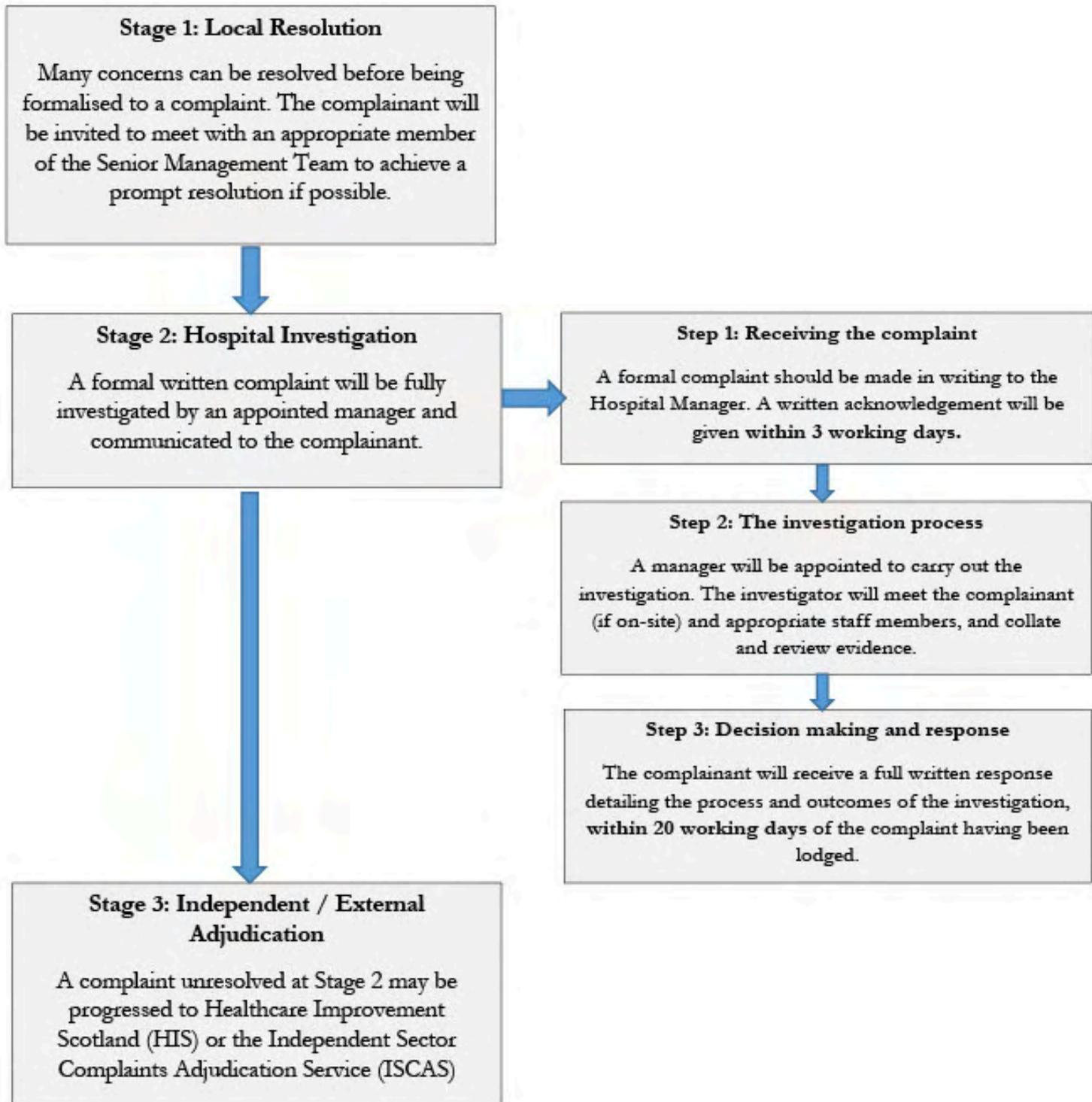
If you feel anxious or are unable for some reason to lodge your complaint, a relative or friend may do so on your behalf.

NB: In this case, we require your written and signed consent confirming that you have given your permission for them to act on your behalf. Your consent will mean that this person may have access to your patient care record.

You should clearly understand that if you give this consent, you are waiving your right to confidentiality of your own treatment and medical record, as we may have to share this with the person acting on your behalf.

Likewise, if you are unhappy with the way in which a friend or relative has been treated, you may make a complaint for them however, you will need their signed consent in writing to do this.

A Guide to the Complaints Process



Regulated by:



Consent & Data Protection

We aim to protect your data at all times. Where a complaint is brought by a third party, we will ensure that the patient concerned has consented to their personal information being shared as part of the complaints handling process, in line with current legal requirements (the General Data Protection Regulation).

In circumstances where no such consent has been given, we will take this into account when handling and responding to the complaint, but are likely to be constrained in terms of any investigation.

Useful contacts:

Castle Craig

Castle Craig Hospital, West Linton. EH46 7DH
feedback@castlecraig.co.uk

Healthcare Improvement Scotland

Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB
Tel: 0131 623 4342
E: his.complaints@nhs.scot

Complaints can be made to Healthcare Improvement Scotland in any format, in writing (email or letter), by telephone, or in person (either in the office or during an inspection). A complaint may be made directly to Healthcare Improvement Scotland at any stage.

Independent Sector Complaints Adjudication Service

70 Fleet Street, London EC4Y 1EU
Tel: 020 7536 6091
E: info@iscas.org.uk

Castle Craig Hospital is a member of ISCAS.

Borders Independent Advocacy Service

Low Buckholmside, Galashiels TD1 1RT
Tel: 01896 752200
E: info@bordersadvocacy.org.uk

Castle Craig Hospital, West Linton. EH46 7DH

Tel. +44 (0) 1721 722763
info@castlecraig.co.uk
www.castlecraig.co.uk



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