

Complaints Policy

HealthLink360 views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Publicised Contact Details for Complaints:

Written complaints may be sent to HealthLink360 at Elphinstone Wing, Carberry, Musselburgh, EH21 8PW or by e-mail at admin@healthlink360.org.

Verbal complaints may be made by phone to 0131 653 6767 or in person to any of HealthLink360's staff, volunteers or trustees.

When you have made a complaint, you should be given an opportunity to explain the nature of your complaint. A staff member should take details and if they are unable to resolve the issue immediately, they should tell you what will happen next.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Our policy is:

- To provide a fair complaints procedure, which is clear and easy to use for anyone wishing to make a complaint
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with board of trustees.

Complain Directly to Health Improvement Scotland

HealthLink360 is regulated by Health Improvement Scotland, if you wish you may complain direct to them:

Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

0131 623 4342
hcis.clinicregulation@nhs.net

Review

This policy is reviewed regularly and updated as required.

Reviewed 6th November 2018

Version 3