

## Complaints Policy

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

### Publicised Contact Details for Complaints:

1. Written complaints may be sent to HealthLink360 at Elphinstone Wing, Carberry, Musselburgh, EH21 8PW or by e-mail at [admin@healthlink360.org](mailto:admin@healthlink360.org). These may be addressed to the Managing Director or to the Chair of Trustees, Ruth Milliken.
2. Alternatively, you may submit a complaint via our website <https://www.healthlink360.org/feedback>
3. Verbal complaints may be made by phone to 0131 653 6767 or in person to any of HealthLink360's staff, volunteers or trustees.
4. Complaints may also be made directly with our regulator – Healthcare Improvement Scotland (HIS). Their contact details are listed below.

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

Complainants should expect to receive a definitive reply from HL360 within four weeks. If this is not possible because for example, an investigation has not been fully completed, an interim progress report will be given with an indication of when a full reply will be completed.

### 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 the board of trustees.

### Complain Directly to Healthcare Improvement Scotland

HealthLink360 is regulated by Healthcare Improvement Scotland. If you wish you may complain directly to them **at any time** during the complaints process. HIS will find it helpful if you mention HealthLink360 (registration number 00502) as our organisation's details. Their contact details are;

## Complaints Policy

Programme Manager  
Independent Healthcare Services Team  
Healthcare Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

0131 623 4342

Email: [his.ihcregulation@nhs.scot](mailto:his.ihcregulation@nhs.scot)

### **Review**

This policy is reviewed and updated regularly.

Reviewed 22 March 2023 v 3.4 (Jane Wright)