

*Formal Complaints,
Accident and Incident
Procedures
Guidelines for Members*



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Please note you can contact the Care Inspectorate at any time should you prefer. The contact details are on page 3. Otherwise follow the internal procedures.

Formal Internal Complaints Procedure

All those involved in running the North Berwick Day Centre are committed to solving problems as they arise and to continuing to learn and improve. There may on occasion be a time when a member feels a formal complaint is needed.

1. Please tell the Manager or Deputy straight away if you wish to make a formal complaint. This can be verbally or in writing. Every effort will be made to resolve the complaint immediately, ideally to the complainant's satisfaction.
2. Receipt of the complaint will be acknowledged in writing, straight away or within 3 working days.
3. The complainant will be invited to a private area and the complaint heard by the Manager. A carer, family member, friend or advocate may also be there. At this time the Manager will try to resolve the problem.
4. The complainant will be advised within 20 working days, in writing, of any actions or outcomes.
5. If the complainant is not satisfied he or she can ask to meet with the Chair of the Management Committee to seek resolution.
6. A letter will be sent to the complainant at the end of the process acknowledging all outcomes and actions taken and that full discussion has taken place.

Should the complainant still feel the complaint has not been fully resolved, he or she may contact:

The Care Inspectorate
Compass House
Riverside Drive
DUNDEE
DD1 4NY
Tel: 0345 600 9527

East Lothian Council Health and Social Care Partnership
Tel: Customer Feedback Team 0131 653 5290
Or get a feedback form from a local council office or library.
E-mail feedback@eastlothian.gov.uk

Once a complaint has been raised with either the Care Inspectorate or East Lothian Council, their procedures and timescales will apply.

Internal Accident Reporting Procedure

All those involved in running the North Berwick Day Centre are committed to keeping everyone safe and well. However if there is an accident this formal process should be followed.

1. If you have an accident, no matter how small, please report it to a member of staff.
2. Any medical needs will immediately be assessed and provided or arrangements will be made for you to receive appropriate emergency care.
3. Your family or carer will be notified.
4. The accident will be recorded and investigated and any action taken to prevent it happening again.
5. Other agencies will be notified where appropriate.

Internal Incident Reporting Procedure

If there is any other incident that you are concerned about and you wish to raise it formally please follow this procedure. This might be a concern about something that has happened to you or to another member.

1. Please tell a member of staff straight away about any incident that has caused you concern. Every effort will be made to sort things out straight away.
2. If you are not satisfied that things have been resolved please follow the complaints procedure outlined on page 2 and 3 of this leaflet.

Member Privacy

Everything about our members is treated as private and confidential.

We may occasionally have to share your data with third parties but they must treat it in accordance with the law. Examples of third parties we may need to contact are your doctor, Health and Social Services or the Care Inspectorate.

If you have any concerns about confidentiality please speak to the Manager.

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