

Key Contacts

Caring Connections: provides support and information for family, friends and partners (carers) of those within and requiring Forensic Mental Health Services. For more information on the service contact Lorraine Keith, National Forensic Carer Coordinator, 07951 066234, lorraine@supportinmindscotland.org.uk or visit: www.supportinmindscotland.org.uk

Forensic Network: is committed to supporting family and friends within Forensic Mental Health services. The network supports a national forum for forensic carers and supports national events. The website hosts a section providing details for carers: www.forensicnetwork.scot.nhs.uk/carers/

To find out more about the **National Carer Forum, local carer support groups**, or how the Network can offer support, telephone 01555 842018 or email: forensic.network@nhs.net

The Mental Welfare Commission: is an independent body who can provide information and advice. They can make investigations and inquiries into someone's care and treatment if there is a serious concern around their rights and welfare. Their website contains a host of useful information and useful information leaflets, visit: www.mwcscot.org.uk Advice line 0800 3896809

10. Making a Complaint & Key Contacts

How to make a complaint

To complain about a NHS service, you should initially complain directly to the person or organisation. If you do not want to complain directly or your complaint hasn't been resolved, then you should contact your local health board. Details for local health boards can be found at: www.mygov.scot/nhs-complaints/

You can complain on behalf of anyone who agrees to you complaining for them. You can make a complaint in writing, by phone, by email, in person, or using an online complaints form.

The NHS aim to resolve your complaint within five working days under stage one of the complaint procedure (see diagram overleaf). In some cases this may take up to 10 working days. If it is serious or complex and cannot be resolved at stage one, or you are unhappy with the resolution, it will move to stage two of the complaint procedure which involves an investigation. A resolution should be given within 20 working days.

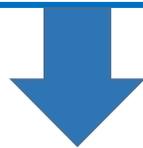
If you are not satisfied with the outcome of the complaint after following this process you can also contact the Scottish Public Service's Ombudsman (SPSO): www.spsso.org.uk/complain/form
Advice Line: 0800 377 7330

Help with complaints

You can contact your local [Patient Advice & Support Service \(PASS\)](#) for independent advice and help with complaints.

Stage 1: Early Resolution

Make your complaint directly to the NHS service. The service will try to resolve your complaint within 5 working days if they can. They may respond to you by phone or in person to try and resolve things. If you are unhappy with the response, you can ask the service to consider your complaint at Stage 2.



Stage 2: Investigation

If your complaint is complex or needs more detailed investigation, the organisation may look at your complaint immediately at this stage without going through stage 1.

At stage 2 you should receive an acknowledgement of your complaint within 3 working days. You will be given a decision as soon as possible. This should be after no more than 20 working days unless there is clearly good reason for needing more time.



The Scottish Public Services Ombudsman (SPSPO)

If, after receiving the final decision on your complaint, you are still unhappy you can ask the SPSO to consider it. The SPSO is an independent and free service.

The service will tell you about the SPSO when they send you their final decision.

To complain about a private sector service you should speak to the service directly in the first instance.

For State Hospital complaints you can contact The State Hospital's Complaints Officer: 01555 842200

Useful Contact Details:

Carers Scotland: 0808 808 7777
www.carersuk.org/scotland

Carers Trust Scotland: 0300 123 2008
www.carers.org

SACRO: provide a travel service from Glasgow & Edinburgh to the State Hospital, Murray Royal & Scottish Prisons. For more info visit www.sacro.org.uk or telephone 0131 624 7270, or 0141 2481763 for support services.

Scottish Association for Mental Health (SAMH): 0141 530 1000
www.samh.org.uk

Support in Mind Scotland: 0131 662 4359
info@supportinmindscotland.org.uk
www.supportinmindscotland.org.uk
Lorraine Keith, Caring Connections:
lorraine@supportinmindscotland.org.uk

Scottish Independent Advocacy Alliance: 0131 5241975
enquiry@siaa.org.uk