Key Contacts

The Forensic Network is committed to supporting family and friends within Forensic Mental Health services. The website hosts a section providing details for carers: https://forensicnetwork.scot.nhs.uk/information-for-carers/

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 or call the advice line on 0800 389 6809

10. Making a Complaint & Key Contacts

How to Make a Complaint

To make a complaint about an NHS service, start by contacting the person or organisation responsible for providing the service. If you would prefer not to do this, or if your complaint has not been resolved, you can contact your local health board. Details are available at https://www.nhsinform.scot/care-support-and-rights/health-rights/feedback-and-complaints/feedback-complaints-and-your-rights

The NHS aims to resolve complaints within five working days through Stage 1 of the complaints process (see diagram overleaf). In some cases, this may take up to 10 working days.

If your complaint is serious or complex, or if you are unhappy with the Stage 1 outcome, it will move to Stage 2 for a full investigation. You should receive a response within 20 working days.

If you are still unhappy after completing the complaints process, you can contact the Scottish Public Services Ombudsman (SPSO):

- https://www.spso.org.uk/making-complaint
- Advice Line 0800 377 7330

Help with Complaints

You can contact your local https://pass-scotland.org.uk 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 decsion 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

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