Who can I contact for more help?

Adult Social Care
Community Care Directorate
Murray House
Mount Havelock
Douglas
IM1 2SF

Tel: 01624 686208

OR

A complaint regarding a Department of Health and Social Care Service that is subject to statutory inspection can be brought to the attention of the Registration and Inspections Unit (R&I) at any time

AND

If the complaint involves an incident of suspected or alleged abuse the Adult Protection Team and the Registration and Inspection Unit (R&I) must be immediately informed:

Registration & Inspection Unit
Tel: 01624 642422 or 01624 642427

Adult Protection Team
Tel: 01624 685295
E-Mail APTeam@gov.im

Adult Social Care
Community Care Directorate
Murray House
Mount Havelock
Douglas
IM1 2SF

Registration and Inspections (R&I)
Department of Health & Social Care
Ground Floor
St George’s Court
Hill Street
Douglas
IM1 2EF

Adult Protection Team
Department of Health and Social Care
Crookall House
Demesne Road
Douglas IM1 3QA

Department of Health and Social Care
Community Care Directorate
Adult Social Care
Getting Things Right
A Comment
A Complaint
A Compliment

January 2019
Comments, Compliments & Complaints
The Department of Health and Social Care provides a wide range of services to the people of the island. We need to know what you think about our services so that we can improve them where necessary. Your comments, will help us to know how to change things for the better.

We want to get it right

Comments and Compliments
If you wish to make a comment about a service, or if you want to compliment any of our services, you can do one of two things:

1. Tell the person who provides you with the service what you think;
2. Write to the manager of the service with your comments or compliments.

Making a complaint

Who can complain?
- An existing or previous service user.
- The representative of a service user (i.e. a person acting on their behalf with their written consent)
- The representative of a service user who does not have the capacity to make a complaint themselves, as long as they are seen to be acting in the interests of the service user.
- A relative of a service user who is deceased
- Someone who has been refused treatment by a service which they believe they are eligible for
- Members of the public

What will happen next?
There are three stages to the complaints process:

STAGE 1 - Informal Complaint
You can make your complaint to the service team member or manager
- Over the telephone
- In writing
- In person
- By e-mail

We would ask you to tell us why you are unhappy and what you would like us to do to put it right.

The person looking into your complaint will talk to you about your complaint and how we can put things right. We aim to resolve complaints at stage 1 in 5 working days.

The majority of complaints are resolved at the first stage.

STAGE 2 - Formal Complaint
At the end of Stage 1, if you are not satisfied with the outcome, you can ask for your complaint to be investigated further.

Your formal complaint will be acknowledged within 2 working days

An investigating officer will then be asked to look into your complaint. Once we are sure of what you want us to look into, this investigation will then start.
You should receive a response to your complaint within 20 working days telling you:

- What was found
- What the Department has decided to do about it
- Why the decisions were reached

If your complaint is complicated, this may take longer than 20 days. The Investigating Officer will keep you informed about any delays.

STAGE 3 - Independent Review
If you are dissatisfied with the outcome of stage 2 and you would like your complaint reviewed independently you must apply within 28 days of receiving the written response to stage 2, to the Director of Community Care.

If a further review is agreed the review will then:
- Re-examine the concerns raised in the complaint
- Talk to all parties involved in the complaint
- Seek specialist advise if required

Once all of the necessary information has been gathered, you should receive a written response telling you:
- The result of their investigations
- Any appropriate comments and conclusions
- Any appropriate recommendations

The findings of the independent review are final.