

## 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](mailto: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



**Isle of Man**  
Government

*Reiltys Ellan Vannin*



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

- A representative body, provided they have written consent from the patient/service user

#### **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 advice 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.**