

**Who can I contact for more help?**

Manx Care  
Care, Quality & Safety Team  
Reayrt Noa  
Noble's Hospital Estate  
Strang  
Douglas IM4 R4J  
Tel: 686208

If the complaint involves an incident of suspected or alleged abuse the following team must be immediately informed:

**Manx Care Adult Safeguarding Team.**

Tel: 685969

Adult Social Care

Manx Care  
3 Hill St,  
Douglas,  
Isle of Man  
IM1 1EF  
Telephone: (01624 686179)

Adult Safeguarding Team

3rd Floor  
Murray House  
Mount Havelock  
Douglas  
Isle of Man  
IM1 2SF



**manx care**

Kiarail Vannin

Manx Care

Adult Social Care  
Getting Things Right

A Comment  
A Complaint  
A Compliment

April 2021

## Comments, Compliments & Complaints

Manx 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 and with their written consent.).
- The representative of the service user who does not have 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

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 this 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 Adult Social Care 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 ~~Social~~ Social-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

Independent Reviews will be conducted by an Independent Person or the Independent Review Body, who can consider dissatisfaction with Manx Care's service delivery and/or the discharge of its functions, duties and responsibilities. Complaints exclusively about the way Manx Care handled the original complaint can be referred to the Department of Health & Social Care (DHSC) for a regulatory review.

### Emergency Powers (Coronavirus) Vacation of Departmental Facilities Regulations 2020

These emergency powers enable the DHSC to require individuals to be moved, with appropriate support, from hospital facilities to their home, or an alternative and appropriate facility.