

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 Children & Families Team.

Tel: 686179

Email:

ComplaintsChild&Fam.DHSC@gov.im

Children and Families
Manx Care
2nd Floor Murray House
Mount Havelock
Douglas
Isle of Man
IM1 2SF
Telephone: (01624 686179)

Care, Quality & Safety Team
Manx Care
Reayrt Noa
Noble's Hospital Estate
Strang, Douglas
Isle of Man IM4 4RJ
Telephone: (01624 686772)



Manx Care

Children & Families
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?

- Any child or young person receiving or wanting a service from us under the Children & Young Persons Act 2001;
- The parent or carer of a child receiving or wanting a service from us, and who has parental responsibility;
- Anyone who is acting on behalf of a child receiving or wanting a service such as a foster parent or advocate who has an interest in the child's welfare;
- An adult or older person receiving or wanting a service from us;
- The relative or carer of an adult or older person receiving or wanting a service from us;
- Anyone who is appointed by the adult or older person to act as an advocate for them.
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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 Children & Family Services 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 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.