

How to make a complaint

Your rights

- You have the right to make a complaint if you are unhappy with any element of the care and treatment you have received from Cranstoun.
- Anyone can make a complaint – you don't have to be a user of Cranstoun services.
- You can make a complaint any way you feel comfortable – it does not have to be in writing.
- You can ask someone else to complain on your behalf, such as a family member, a friend, a carer or an advocate.
- Making a complaint will not affect the care and treatment you receive from Cranstoun.

What we will do

- We will try to resolve your complaint within five working days if we can.
- If we can't, we will complete a full investigation into the issues you have raised.
- We will acknowledge your complaint within two working days of receiving it.
- We will complete our investigation within 28 days. If we cannot complete it within that time, we will let you know.
- Once our investigation is complete, we will contact you to let you know the outcome. You can meet with the investigator to discuss the outcome if you want to.
- Recommendations might be made as a result of the investigation and you will be told where this has been done.
- If you are unhappy with the outcome, you will have 14 days to appeal. All appeals are investigated by a senior manager from Cranstoun.
- We will also provide you with information on other agencies you can contact if you are unhappy with the outcome.

Please speak to your worker or ask to speak to a manager if you have any questions about making a complaint.