



Complaint Procedure

Cornerstone will ensure that all people who use or benefit from our services have opportunities to express their views regularly about the quality of these services. We will ensure all complaints are taken seriously and we will learn from each experience as part of our commitment to continuous improvement.

If you are UNHAPPY and make a complaint
it should be made to the Branch Leader/or relevant Cornerstone Lead who will decide on the course of action.

We will endeavour at all times to resolve concerns locally, quickly and **informally** whenever possible.
The issue may be sorted immediately or taken to the team depending on the circumstance.
All colleagues should use their judgement in dealing with any issues highlighted.

CONCERN NOT RESOLVED

It may not always be **possible or appropriate** to resolve the matter informally, in this case the Branch Leader &/or relevant Cornerstone Lead will deal with the issue formally, informing the Senior Leadership Team, as appropriate.

CONCERN RESOLVED

No further action

The Branch Leader/Lead will liaise with the Cornerstone Central complaints expert who will acknowledge the complaint within 3 working days of receipt.
An investigation officer will be allocated and asked to start a thorough investigation.

A formal written response will be provided within 20 working days.

In exceptional cases we may request more time to conduct our investigation; if this is the case we will keep you informed.

CONCERN RESOLVED

No further action

CONCERN NOT RESOLVED

You will be provided with an opportunity to **appeal** to Cornerstone Central if not satisfied .

At any stage in this process a complaint can also be made directly to:

The Chief Social Work Officer of your Local Authority
or

Care Inspectorate
Compass House
11 Riverside Drive
DUNDEE, DD1 4NY
Tel: 0845 600 9527
Web: www.scswis.com

or

Mental Welfare Commission For Scotland
Thistle House
91 Haymarket Terrace
Edinburgh, EH12 5E
Tel: 0131 313 8777 or 0800 389 6809
Web: www.mwcscot.org.uk