



VOCAL – Voice of Carers Across Lothian

Standards of Service Complaints Procedure

(October 2018)



HAPPY TO TRANSLATE

MOŻEMY PRZETŁUMACZYĆ আনন্দের সঙ্গে অনুবাদ করব
ترجمے کے لئے حاضر 很樂意翻譯 يسعدنا توفير الترجمة

VOCAL – Voice of Carers Across Lothian
Edinburgh Carers Hub, 60 Leith Walk, Edinburgh EH6 5HB
Tel: 0131 622 6666 Email: centre@vocal.org.uk
www.vocal.org.uk

1. Welcome to VOCAL

VOCAL is an independent carer-led organisation with charitable and limited company status and manages carer centres in Edinburgh and Dalkeith, Midlothian.

VOCAL is funded by City of Edinburgh Council, Midlothian Council, NHS Lothian, the Big Lottery Fund and a number of other funding sources. Our funding agreements are regulated through service contracts with our statutory partners and funders.

VOCAL's mission is to support and give a voice to carers.

Our vision is of a caring society which respects carers as equal partners in care and meets its obligation to support carers; where carers care with confidence and in good health, are resilient, exercise choice and have a life of their own; and where VOCAL is recognized as a voice of carers and key partner and provider of carer support.

VOCAL's aims are to

- Ensure carers are recognised and valued as equal partners in care
- Identify carers early to provide preventative support
- Support carers to manage their caring responsibilities with confidence
- Support carers to look after their own health and wellbeing
- Support carers to plan and broker person-centred solutions and support
- Support carers to access a wide range of interventions including peer support, training and learning opportunities
- Enable carers to have a voice individually and collectively, to raise awareness and gain recognition of their needs and their contribution to society
- Campaign and lobby on issues important to carers
- Seek to work in partnership with carers, carers groups, practitioners and statutory, voluntary and private agencies and employers
- Promote and publicise the organisation to enhance its reputation as a well-managed, high-quality, ethical and socially responsible charity

Jointly with carers, VOCAL has adopted eight personal outcomes for carer support. As a result of VOCAL's support, carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support
- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with the changing relationships
- improved economic wellbeing
- improved social wellbeing
- improved personal safety

Standards of Service

This leaflet sets out the standards of service that carers and those working with carers can expect of VOCAL. If you would like to make a complaint or suggestion about how we might improve our service, this leaflet also explains the Complaints Procedure.

All enquiries to the organisation will be treated in strictest confidence.

All services will aim to be accessible to all sections of society, ensuring that all who are in receipt of our services are treated fairly and with respect, and will be provided with the support they require based on their need and without reference to their gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age.

Centre staff and volunteers will be polite and helpful at all times. When you write to us, telephone or visit the Centre, the person you are in contact with will tell you his or her name.

Services provided by VOCAL are free of charge to all carers in Edinburgh and the Lothians.

If your enquiry is outside the remit and scope of VOCAL, staff will, with your agreement, refer the enquiry to another appropriate agency. If you need advice or assistance in contacting the agency

VOCAL staff will be pleased to assist you. Where your enquiry falls within the remit of VOCAL, details of your enquiry will be recorded by the appropriate member of staff or a trained volunteer. An assessment of the type of service required will be made and appropriate help will be offered. Any action taken will be with your full knowledge and consent.

When you contact VOCAL

When you write to VOCAL we will reply to, or acknowledge your letter within five working days of receiving it.

When you telephone VOCAL your questions will be answered as fully and as helpfully as possible. If your enquiry is of a specialist or more complex nature, we will endeavour to respond with the appropriate information within five working days. If this is not possible we will contact you to let you know of any delays and when we expect to have an answer

When you visit the Carers Centre without appointment you will be made to feel welcome and given the opportunity to discuss your enquiry with the appropriate member of staff. If a member of staff is not available, an appointment will be made for you to visit the Centre when an appropriate worker will be present.

When you visit the Carers Centre by appointment an appropriate worker will be there to meet you and respond to your enquiry. Should you wish to do so, you are free to bring a friend or relative along with you.

Suggestions

In order to monitor the quality of our services, we rely on feedback from those who have used the Centre. If you have any comments or any suggestions on how we might improve our services, please let us know. Your views will be taken into account when any review of services takes place.

Complaints Procedure

If you are unhappy with any aspect of services provided by VOCAL and would like to make a complaint, please follow the procedure outlined in this leaflet.

As a first step, your complaint should be made either in person, in writing, by telephone, on tape or through a friend or representative to the Chief Executive of VOCAL. Your complaint will be acknowledged within five working days of being received. Your complaint will be recorded and investigated immediately. All complaints will be treated in strictest confidence.

The Chief Executive will contact you if further information is required. You will be contacted in writing within fifteen working days from the date of the letter of acknowledgement informing you of the outcome of the investigation.

If you are not satisfied with the response you have received, you should write to the Chairperson of VOCAL's Board of Directors, marking the envelope 'private and confidential' and send it to the address on the front of this leaflet.

Your letter will be acknowledged within five working days. The Chairperson will investigate your complaint and may contact you for further information. You will be informed of the outcome of this investigation and any action to be taken in writing fifteen working days from the date of the letter of acknowledgement.

If you are still not satisfied, you can raise your complaint with the Client Services and Complaints Office of Edinburgh's Health and Social Care Department. If this fails to satisfy, your complaint can be taken to the Chief Executive of the City of Edinburgh Council. If you are still not satisfied, you can contact the Scottish Public Services Ombudsman.

Contact Addresses

Freepost VOCAL
60 Leith Walk, Edinburgh EH6 5HB

Tel: 0131 622 6666
Email: centre@vocal.org.uk
Web: www.vocal.org.uk

Client Services and Complaints Office
Health & Social Care Department
City of Edinburgh Council
Waverley Court
4 East Market Street
Edinburgh EH8 8BG

Tel: 0131 553 8395

The Chief Executive
City of Edinburgh Council
City Chambers, High Street
Edinburgh EH1 1YJ

Tel: 0131 200 2000

Scottish Public Services Ombudsman (SPSO)
4 Melville Street
Edinburgh EH3 7NS

Tel: 0800 377 7330
Text: 0790 049 4372
Fax: 0800 377 7331
Email: ask@spsso.org.uk

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