

**WHAT CAN YOU DO  
IF YOU ARE STILL NOT SATISFIED?**

If you are not satisfied with the reply you may ask for your complaint to be referred to the Complaints Review Committee. You will be advised how to do this and offered any assistance that may be necessary.

**CAN YOU TAKE YOUR COMPLAINT  
ELSEWHERE?**

You can contact your local Councillor; your MP or MSP;

the Scottish Public Services Ombudsman (SPSO),  
Freepost EH641, Edinburgh, EH3 0BR  
Tel: 0800 377 7330 *or*

the Mental Welfare Commission for Scotland,  
Floor K, Argyle House, 3 Lady Lawson Street,  
Edinburgh EH3 9SH  
User and carer advice line: 0800 389 6809  
Other enquiries to: 0131 222 6111

You can consult a solicitor about taking legal action or contact the police if you think that a criminal offence may have been committed.

**IF YOU HAVE A COMPLAINT ABOUT YOUR  
CARE WE WANT TO HEAR ABOUT IT AND WE  
WILL DO OUR BEST TO PUT IT RIGHT.**

**USEFUL ADDRESSES  
and  
TELEPHONE NUMBERS**

**Reception and Duty Social Worker**  
92 St Olaf Street  
Lerwick  
Shetland ZE1 0ES  
Telephone: (01595) 744400  
Fax: (01595) 744436

Social Care and Social Work  
Improvement Scotland (SCSWIS)  
[formerly the Care Commission]  
Shetland Local Office  
2nd Floor Charlotte House  
Commercial Road  
Lerwick  
Shetland ZE1 0HF  
Telephone: (01595) 696661  
Fax: (01595) 697231

Further copies of this leaflet  
can be requested from:  
**Planning & Information  
Resources**  
**SIC Education & Social Care Department**  
Hayfield House  
Hayfield Lane  
Lerwick  
Shetland ZE1 0QD

Phone: 01595 744000  
Fax: 01595 744010  
Email: [social.care@shetland.gov.uk](mailto:social.care@shetland.gov.uk)

**Shetland Islands Council**



**Education & Social Care  
Department**

**Community Care Service**

**ARE YOU HAPPY WITH  
OUR SERVICES?**

**- IF NOT -**

**THIS LEAFLET WILL  
ADVISE YOU WHAT TO DO**

**Shetland Islands Council Social Care Service provides many different services to individuals and families according to their assessed needs. The Social Care Service also purchases services for individuals and families from other agencies.**

**We aim to satisfy all people who use these services, but recognise that we may not always succeed.**

## **WHO CAN COMPLAIN?**

Anyone who:

- is being assessed by, or receives a service through the Social Care Service, whether at home, attending day care, receiving respite care, or living in a residential establishment;
- is caring for someone who has a complaint;
- has been refused a service which they think they may need.

## **WHAT CAN YOU DO IF YOU ARE NOT HAPPY WITH THE SERVICE YOU ARE GETTING?**

Many complaints can be sorted out informally. They may have arisen out of a misunderstanding or poor communications.

If you feel able - speak to the member of staff who is working with you or ask to speak to their manager. They will try to sort the matter out.

If you are not satisfied or you do not wish to seek an informal resolution, you can make a formal complaint. Write down your complaint and send it to:

Chief Social Work Officer,  
Education & Social Care Department,  
92 St Olaf Street  
Lerwick,  
Shetland ZE1 0ES.

### **OR**

Contact the Duty Social Worker  
Education & Social Care Department  
Tel: 01595 744400

If you wish, a social worker or other staff member can assist you in making your complaint. Or you can ask a friend, relative or advocate to help.

## **YOU CAN HAVE SOMEONE OF YOUR CHOICE WITH YOU WHEN YOUR COMPLAINT IS DISCUSSED**

You will not be discriminated against if you choose to make a formal complaint.

## **WHAT HAPPENS NEXT?**

Within 5 working days you will receive an acknowledgement of your complaint.

You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of it being received. Any extension of this time limit requires your consent.

All complaints will be given full and fair consideration.

If disciplinary proceedings are taken against a member of staff, as a result of your complaint, an internal procedure will apply. You will be informed that disciplinary proceedings are being taken. In these circumstances, a final response to your complaint will not be made until the outcome of the disciplinary procedure is known. These proceedings will remain confidential.

If a criminal offence is alleged, the police will be informed.