

Making a Complaint



Fife Health and Social Care Partnership does its best to arrange and provide good care and support that people are happy with.



If you are unhappy with your care and support, a member of staff, or your social work assessment, you have a right to complain.



You should speak to your social worker, care provider, relative or advocate first, as it may be easy to sort out.



A member of staff will contact you, listen to you, and will do their best to sort out your complaint.



If you are unhappy with the result of your complaint or how it was dealt with, you can complain again to Fife Health and Social Care Partnership.



By phone
03451 551 503 (9-5 Monday to Friday)



By email
compliments.hscp@fife.gov.uk



Write to:
Fife Health and Social Care Partnership
Fife House
North Street
Glenrothes
Fife
KY7 5LT



Using the complaints form on Fife Council's website.

www.fife.gov.uk/services/fife-council-complaints-form/health-and-social-care

Your name 
Address 
Phone 

You will need to give us your name, address and phone number so that we can contact you.



You need to tell us what your complaint is about.

If something has happened, we need to know what happened, where it happened, and who was there.



We will contact you within **3** working days to let you know that we have received your complaint.

Thu	Fri	Sat	Sun	Mon	Tue	Wed
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

We have **20** days to deal with your complaint, unless we need more information from you.



If your complaint is about your care and support, you can also contact the Care Inspectorate for Scotland.



Phone the Care Inspectorate
0345 600 9527



Email the Care Inspectorate
concerns@careinspectorate.gov.uk



Write to the Care Inspectorate
**The Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY**