

Social Work Inspection Agency

Complaints Procedure

Complaints about the Social Work Inspection Agency (SWIA)

This leaflet outlines the way that we investigate and respond to concerns or complaints about our work.

This leaflet does not describe how you can complain about social work services. If you have a complaint or want to raise concerns about a particular social work service, we can give you advice about who you should contact.

We take all complaints about our work seriously. We investigate all complaints thoroughly. This helps to meet our commitment to be fair, independent, responsive and open. If you have a disability or need help to write your complaint, we will try to advise where you can get this.

We try to sort out concerns informally and at an early stage. Our experience shows that dealing with problems in this way helps to put things right more quickly.

If you are not satisfied with how we tackle your concerns informally, you can make a formal complaint by contacting Andrew Wilkinson our Corporate Manager. You will find details of how to contact Andrew Wilkinson at the end of this leaflet.

What kind of complaint can you make?

You can make a complaint about any part of our work. Your complaint might, for example, be based on your view that a member of SWIA had:

- failed to follow procedures and practices;
- ignored or discounted relevant evidence in an inspection or review;
- taken account of irrelevant matters;
- behaved unreasonably when carrying out their duties; or
- caused unnecessary disruption to the service being inspected or reviewed.

If you wish to complain about a member of SWIA, you must do so in a reasonable way and not make an unfair attack on their reputation.

During inspections and reviews, we give the service the chance to give us all the evidence we need to reach our evaluations. Because of this, we cannot accept complaints afterwards if they are only about these evaluations.

We value the feedback we receive on what we do. Complaints can help us to identify parts of our work that we need to improve. After we have investigated your complaint we will let you know our findings. If we got things wrong, we will apologise. We will also change our procedures or practices if we think this is necessary.

What happens if you are still not satisfied with the action we have taken?

If you are still not satisfied with the action we have taken at the end of our complaints procedure, you can raise your complaint with the Scottish Public Services Ombudsman. The Scottish Public Services Ombudsman is fully independent and has powers to investigate complaints about government departments and agencies. You should write to:

The Scottish Public Services Ombudsman
4-6 Melville Street, Edinburgh EH3 7NS.

For more information you can e-mail enquiries@scottishombudsman.org.uk . You can also phone 0870 011 5378.

Each year, we publish information in our annual report on the number of complaints we have dealt with and a summary of the action we have taken as a result.

We also monitor our complaints procedure. We may ask later for your views on how we dealt with your complaint. This will help us to improve the way we respond to future complaints.

If you have a complaint, concern, or question about our work, please contact:

Andrew Wilkinson
Corporate Manager
Social Work Inspection Agency
Ladywell House
Ladywell Road
Edinburgh EH12 7TB

Tel 0131 244 4885

E-mail andrew.wilkinson@swia.gov.uk

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