

# What to do if someone has concerns about a care worker's behaviour



## A guide for managers and staff

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## Who regulates the people who work in social services?

The Scottish Social Services Council (SSSC) regulates the people who work in social services to protect the public and to make sure they get good quality of care that meets their needs. Regulation means that the people who work in social services must meet high standards of care and practice.

## What behaviours and values can people expect from social service workers?

All individual social service workers must meet the standards of practice and behaviour set out in the SSSC Code of Practice for Social Service Workers. All care services have responsibilities as employers which are set out in the SSSC Code of Practice for Employers.

## What can you do if a person using social services comes to you with concerns about an individual working in a service?

If someone is concerned about the ability or behaviour of an individual social service worker they have every right to question this.

Anyone can complain and they can complain directly to the service (the person, other staff, their manager, the employer). Raising a complaint directly with the service provider is often the quickest way to resolve it. We would encourage this wherever possible.

However, if that doesn't help or if they or you think what's happened is serious either you or they can speak directly to the SSSC if the complaint is about an individual worker.

Remember that registered workers have a responsibility under the Codes of Practice to report any concerns.

We can investigate complaints and take action if necessary. You or they can also make a complaint anonymously.

## How do I make a complaint to the SSSC?

On our website

[sssc.uk.com](https://www.sssc.uk.com)

or call on

**0345 60 30 891**



Scottish Social  
Services Council