

DEALING WITH COMPLAINTS



East Renfrewshire Council's complaints procedure



East Renfrewshire Council is committed to providing high-quality customer services.

We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about the timescales for responding to complaints and what you can expect from us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- council policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

Your complaint may involve more than one council service or be about someone working on our behalf.

What can't I complain about?

There are some things we can't deal with through our complaints handling procedure. These include:

- a routine first-time request for a service, for example a first-time request for a housing repair or action on anti social behaviour
- requests for compensation from the council
- things that are covered by a right of appeal. Here are some examples:
 - If you are dissatisfied with the level of priority you have been given when applying for a house, you have the right to appeal against the decision.

- If your planning application is refused, you will have a right to request either an appeal to Scottish Ministers or a review by the planning authority's Local Review Body. Which one depends on the circumstances of the application and the timescale for appeal or review will normally be explained in correspondence and the decision notice from the planning authority.
- If you believe your house is incorrectly valued for council tax, you can appeal to the Assessor.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

You can complain in person at any of our offices, premises (e.g. sports centres, halls, libraries etc), by phone, in writing, email or via our online complaints form at www.eastrenfrewshire.gov.uk/complaints

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why. The various ways you can contact us are listed at the end of this leaflet.

The Council will then let you know as to whether it is possible to investigate your complaint.

What happens when I have complained?

We will always tell you who is dealing with your complaint.

Our complaints procedure has **two** stages:

Stage one – frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will give you our decision at Stage 1 in **five working days or less**, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

Stage two – investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of your complaint within **three working days**
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within **20 working days**.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO **cannot** normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court

You can contact the SPSO:

In Person

SPSO

4 Melville Street

Edinburgh

EH3 7NS

Freephone: 0800 377 7330

Online contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

By Post

Freepost SPSO

Care complaints

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure, or make a complaint, by contacting them.

The Care Inspectorate has several offices around Scotland.

Please refer to: <http://www.scswis.com/>

Or

Telephone: 0845 600 9527

Fax: 01382 207 289

Online complaints form

Email: enquiries@careinspectorate.com

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance.

Scottish Independent Advocacy Alliance

Telephone: **0131 260 5380** Fax: **0131 260 5381** Website: **www.siaa.org.uk**

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing, or if you want this information in another language or format, such as large font, or Braille, please tell us in person, contact us on 0141 577 3001 or email us at **customerservices@eastrenfrewshire.gov.uk**

Our contact details

Please contact us by the following means:

To enable us to deal with your complaint as quickly as possible, please complete our online complaints form by visiting **www.eastrenfrewshire.gov.uk/complaints**

Alternatively, you can:

- Call us on **0141 577 3001**
- Email us at **customerservices@eastrenfrewshire.gov.uk**
- Visit us at any of our customer service centres at:

Council Offices
211 Main Street,
Barrhead,
East Renfrewshire,
G78 1SY

or

Council Headquarters
Eastwood Park,
Giffnock,
East Renfrewshire,
G46 6UG

- Or **write** to us at either address above.

Additional information

Community Health and Care Partnership (CHCP): Complaints relating to our CHCP (health and social work services) should be made using the same contact details above. However, please note these complaints follow a separate complaints procedure set out in specific legislation with different stages and timescales. If you would like more information about the CHCP procedure please visit our website or contact us directly.

Quick guide to our complaints procedure

Complaints procedure

You can make your complaint in person, by phone, by email or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**.

We will give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.

This document can be explained to you in other languages and can be provided in alternative formats such as large print or Braille. For further information please contact Customer First on 0141 577 3001 or email customerservices@eastrenfrewshire.gov.uk

آپ کے لیے اس دستاویز کی دیگر زبانوں میں وضاحت کی جاسکتی ہے اور یہ دیگر مختلف صورتوں میں جیسا کہ بڑے حروف کی لکھائی اور بریل (ناپیدا افراد کے لیے اہم ہے) بڑے حروف کی لکھائی) میں فراہم کی جاسکتی ہے۔ مزید معلومات کے لیے براہ مہربانی ٹیلیفون نمبر 0141 577 3001 پر کسٹمر فرسٹ سے رابطہ کریں یا customerservices@eastrenfrewshire.gov.uk کے پتہ پر ای میل بھیجیں۔

এই পত্র অন্যান্য ভাষায় বর্ণনা ছাড়া নানা বিকল্প আকারেও দেয়া যেতে পারে যথা – বড় ছাপান অক্ষরে এবং উঁচু গঠিত বর্ণমালায়ও (Braille) দেয়া যেতে পারে। এ বিষয়ে আরও খবরাখবরের জন্যে যোগাযোগ করুন কাষৌমার ফাফি টেলিফোন: ০১৪১-৫৭৭ ৩০০১ অথবা ইমেইল : customerservices@eastrenfrewshire.gov.uk

आप के लिए इस दस्तावेज़ की व्याख्या अन्य भाषाओं में की जा सकती है और बदलवें रूपों जैसे बड़े अक्षरों और ब्रेल पर भी प्रदान की जा सकती है। कृपया अतिरिक्त जानकारी के लिए कस्टमर फस्ट वालों से इस फोन नंबर पर संपर्क करें: 0141 577 3001 व इस पते पर ईमेल करें: customerservices@eastrenfrewshire.gov.uk

ਤੁਹਾਡੇ ਲਈ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਵਿਆਖਿਆ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ ਅਤੇ ਇਸ ਨੂੰ ਬਦਲਵੇਂ ਰੂਪਾਂ ਵਿਚ ਜਿਵੇਂ ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਬਰੇਲ ਤੇ ਪ੍ਰਦਾਨ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲਈ ਕਸਟਮਰ ਫਸਟ ਵਾਲਿਆਂ ਨਾਲ ਇਸ ਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰੋ: 0141 577 3001 ਜਾਂ ਇਸ ਪਤੇ ਤੇ ਈਮੇਲ ਕਰੋ: customerservices@eastrenfrewshire.gov.uk

這份文件可以使用其他的語言解釋，亦可以提供其他形色的版本，例如大字和凸字。請聯絡客服務 (Customer First) 索取進一步的資料。
電話: 0141 577 3001 或電郵

customerservices@eastrenfrewshire.gov.uk

