



Making a Complaint

As your local Council, we are committed to providing high-quality services. If something goes wrong or you are dissatisfied with our services, please tell us. We value customer feedback and use it to help us improve our services.

What is a complaint?

We regard a complaint as:

'An expression of dissatisfaction by one or more members of the public about the local authority's action or lack of action, or about the standard of service provided by or on behalf of the local authority.'

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests;
- failure to provide a service;
- quality of service provided;
- incorrect application of a Council policy;
- attitude of, or treatment by, a Council employee;
- failure to follow proper procedure.

What can't I complain about?

- A routine first-time request for a service or information.
- A request for compensation from the Council.
- Where there is a legal right to appeal a decision you are unhappy with, eg housing benefit, planning decisions or school placing requests. In such cases, you will be given information on how to appeal.

The above is not an exhaustive list. For further information please refer to the [Complaints Handling Procedure](#) on the Council's website - www.pkc.gov.uk

How do I complain?

- Complete a form online at www.pkc.gov.uk
- Telephone the Customer Service Centre on 01738 475000
- Email us on customercomplaints@pkc.gov.uk
- Write to the Customer Service Centre, Perth & Kinross Council, Pullar House, 35 Kinnoull Street, PERTH, PH1 5GD.
- Visit any Council office.

What happens when I have complained?

We will always tell you who is dealing with your complaint. We deal with complaints in two ways:

Stage One: Frontline Resolution (FLR)

We aim to resolve issues as quickly as possible. This could mean an on-the-spot apology or explanation if something has clearly gone wrong, and immediate action to resolve the problem within **five working days** unless there are exceptional circumstances.

Where we can't resolve your concern at this point or if you are not happy with the outcome of our action, or if we consider the matter is serious or complex, we will explain and handle your concern as an **investigation** at the next step in our process.

Stage Two: Investigation

Through investigation we aim to give you a full, objective and proportionate response that represents our final position.

We will:

- acknowledge your complaint within **three working days**;
- discuss your complaint details and expected outcomes with you;
- respond within **20 working days**, or where this is not possible we will agree revised timescales with you and keep you updated on progress.

Care Complaints

If your complaint relates to a care service we provide through our Social Work services, you can choose whether to complain to us or the Care Inspectorate:

**Care Inspectorate
Compass House
Riverside Drive
DUNDEE
DD1 4NY**

**Tel 0345 600 9527
www.careinspectorate.com**

What if I'm dissatisfied?

If you're still not happy after you've been through our complaints process, you can ask the **Scottish Public Services Ombudsman (SPSO)** to look into it for you. You can contact the SPSO at any time for advice, but they won't normally investigate a case until the Council's complaints procedure has been completed:

**The Scottish Public Services
Ombudsman
Freeport EH641
EDINBURGH
EH3 0BR**

**Tel 0800 377 7330
Fax 0800 377 7331
www.spsso.org.uk**