



# Our complaints handling procedure

**INFORMATION FOR CUSTOMERS**





We are committed to providing high-quality customer service to you.

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 document describes our complaints procedure and how to make a complaint.

It also tells you about our service standards and what you can expect from us.

## Our contact details

Please contact us by the following means:

Write to us **Customer Care Team, Glasgow City Council, G2 9RZ**

Use the online form [www.glasgow.gov.uk/complaints](http://www.glasgow.gov.uk/complaints)

Phone us on **0141 287 0900**

We can also give you this leaflet in other formats (such as large print, audio and Braille).



## 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
- > 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.

[www.glasgow.gov.uk/privacy](http://www.glasgow.gov.uk/privacy)

If your complaint is about Social Work Services, there is a separate complaints form and procedure, you can find out about this by visiting [www.glasgow.gov.uk/swcomplaints](http://www.glasgow.gov.uk/swcomplaints)

### 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
- > requests for compensation from the council
- > things that are covered by a right of appeal.

Here are some examples:

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. 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 directly 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, by phone, in writing, online using our complaints form at [www.glasgow.gov.uk/complaints](http://www.glasgow.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.

### 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 one, 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 two. You may choose to do this immediately or sometime after you get our initial decision.

## Stage two

### Investigation

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

When using stage two we will:

- > attempt to acknowledge receipt of your complaint within three working days
- > discuss your complaint with you, where appropriate, 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

### By Post

Freepost SPSO

Freephone **0800 377 7330**

Website [www.spso.org.uk](http://www.spso.org.uk)

## 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:

[www.careinspectorate.com/](http://www.careinspectorate.com/)

Or

Phone **0845 600 9527**

Email

[enquiries@careinspectorate.com](mailto: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

Phone **0131 260 5380**

Website [www.siaa.org.uk](http://www.siaa.org.uk)

We also have a **mandate form** for you to complete if you appoint someone to deal with your complaint on your behalf.

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 want this information in another format, such as large font, or Braille, please tell us in person, contact us on **0141 287 0900**, or by using our online form [www.glasgow.gov.uk/complaints](http://www.glasgow.gov.uk/complaints)



## Quick guide to our complaints procedure



### Complaints procedure

You can make your complaint quickly and easily using our online form [www.glasgow.gov.uk/complaints](http://www.glasgow.gov.uk/complaints)

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 one Frontline resolution

We will 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 two.



### Stage two Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage one. We will 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.



### Scottish Public Services Ombudsman (SPSO)

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.