

feedback

How to make a comment, compliment or complaint about a Council service.

www.eastlothian.gov.uk




East Lothian
Council

We want to hear from you if you see an opportunity for us to improve, if we have done something well, or if you have received poor service.

Comments, compliments and complaints

Phone 0131 653 5290

Email feedback@eastlothian.gov.uk

Write Customer Feedback Team, East Lothian Council,
John Muir House, Haddington EH41 3HA

Or fill in the leaflet attached to this form.
Please ask us if you need help.

Feedback forms are available from all Council
Local Area Offices and at www.eastlothian.gov.uk

What is a complaint?

A complaint is when you are unhappy about an action or lack of action by the Council or the standard of service provided by us or on our behalf. This can be something that has happened to you or to someone you know. You may need permission before making a complaint on someone else's behalf.

You can make a complaint if you feel we have:

- Not delivered a service we should have
- Acted unfairly or been unhelpful
- Delivered a poor service
- Failed to follow proper procedure
- Delayed in responding to your enquiries and requests.

What can't I complain about?

- A first request for a service or information
- Where there is a legal right to appeal a decision you are unhappy with e.g. housing benefit, planning or homelessness decisions. In such cases, you will be given information on how to appeal.

How long do I have to make a complaint?

You should make a complaint within 6 months of the event you want to complain about.

How do I make a complaint?

STAGE 1 - Frontline Resolution

Contact the service you are unhappy with or the member of staff you have been dealing with. They will try to sort out the problem for you within 5 working days wherever possible.

If your complaint is about education then please contact your child's school first.

If you remain unhappy you can go to Stage 2.



STAGE 2 - Investigation

Contact us in any of the ways listed in this form. Your complaint will be investigated.

You will receive an acknowledgement of your complaint within **3 working days** and a response within **20 working days**. If it will take longer we will contact you and keep you updated on progress.

How will you deal with my complaint?

We will make sure that:

- 1 Your complaint is listened to seriously and every point is looked into and answered
- 2 We respect your point of view and other people's point of view
- 3 Our answer to your complaint is clear and understood by you
- 4 We take appropriate action to resolve your complaint e.g. providing an explanation, taking action to resolve a problem, or offering an apology.

Confidentiality

Your complaint will be kept confidential. Details will only be given to those people who need to know in order to investigate your complaint.

Versions of this leaflet are available on request on audiotape, in Braille, large print or your own language. Call **01620 827199**

Still not happy?

If you are unhappy with how the Council has handled your complaint then you have a legal right to ask the Scottish Public Services Ombudsman (SPSO) to look into the matter. You should do this within 12 months. The SPSO will only investigate complaints that have completed the Council's procedure and the SPSO cannot investigate matters that have been, or are being considered in court.

Scottish Public Services Ombudsman

4 Melville Street, Edinburgh EH3 7NS
Tel: 0800 3777 7330 Email: ask@spsso.org.uk
www.spsso.org.uk

There is an extra stage for social work complaints before they can go to the SPSO. Please contact the Customer Feedback Manager on 01620 827497 for advice.

You can also complain directly to The Care Inspectorate about any service registered with them (e.g. residential services for older people and looked-after children):

The Care Inspectorate

Compass House, 11 Riverside Drive, Dundee DD1 4NY
Tel: 0845 600 9527 Local Office Tel: 0131 653 4100
Email: enquiries@careinspectorate.com
Or visit www.careinspectorate.com