

HOW TO MAKE A COMPLAINT

LISTENING TO YOU



A word cloud of customer feedback terms in various shades of red and orange. The words are arranged in a circular pattern, with 'service' being the largest and most prominent. Other words include 'important', 'views', 'complaints', 'quality', 'experience', 'insight', 'need', 'best', 'providing', 'committed', 'satisfied', 'well', 'possible', 'voice', 'people', 'provide', 'sure', 'first', 'improvements', 'comments', 'listen', 'making', 'focus', 'users', and 'compriments'.

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Listening to you

North Lanarkshire 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 our service standards and what you can expect from us.

Complaints about Council Policy

While we cannot change or review policy decisions through the complaints process, we are here to ensure that policies are applied fairly and correctly.

If you believe a policy has been applied incorrectly or unfairly, please let us know.

What is a complaint?

We regard a complaint as an expression of dissatisfaction about our action or lack of action, or, about the standard of service provided.

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

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

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 have a right of appeal to Scottish Ministers within three months of the decision being made
 - 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.

Complaints relating to the actions or conduct of councillors.

Councillors are required to comply with a Councillors' Code of Conduct, details of which can be found at: <https://www.standardscommissionscotland.org.uk>

Complaints relating to councillors should be directed to the Commissioner for Ethical Standards in Public Life, Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HE

<https://www.ethicalstandards.org.uk/make-complaint>

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 'Getting help to make your complaint'.

How do I complain?

You can complain in person at any of our offices, by phone, in writing or by email.

It is usually 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

Please contact us:

- **In person:** at any of our offices
- **By phone:** 01698 302400
- **Online at:**
<https://www.northlanarkshire.gov.uk/complaints-enquiries>
- **In writing:** to North Lanarkshire Council (Complaints), Civic Centre, Windmillhill Street, Motherwell ML1 1AB

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 detailed investigation.

When using stage two we will:

- acknowledge receipt of your complaint within three working days
- give you a full response to the complaint as soon as possible and within 20 working days

We may need to discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for. 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
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

By post: Freepost SPSO

Free phone: 0800 377 7330

Website: www.spsso.org.uk

Care Inspectorate

If your complaint is about a service we provide, such as a care home, home support service, children's house, day service or another regulated service you can request the Care Inspectorate to investigate the complaint on your behalf.

The Care Inspectorate has several offices around Scotland and can be contacted by:

By phone: 0345 600 9527

By email: enquiries@careinspectorate.gov.scot

There is also a direct email for complaints which is concerns@careinspectorate.gov.scot

Website: <https://www.careinspectorate.com/index.php/online-complaint-form>

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

By phone: 0131 510 9410

By email: enquiry@siaa.org.uk

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.

Quick guide to our complaints procedure

Complaints procedure

You can make your complaint in person, by phone, by e-mail 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 one: 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 two.

Stage two: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage one. 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 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 made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

To make a request, please contact Corporate Communications at: corporatecommunications@northlan.gov.uk

'S urrainn dhuinn an sgriobhaidh seo a chur ann an diofar chànanan agus chruthan, a' gabhail a-steach clò mòr, braille, cruth claisneachd agus cruthan dealanach agus ruigsinneach.

Gus iarrtas a dhèanamh, cuir fios gu Conaltradh Corporra aig: corporatecommunications@northlan.gov.uk

Niniejszy dokument można otrzymać w wielu różnych językach i formatach, w tym również dużym drukiem, alfabetem Braille'a, w wersji dźwiękowej, elektronicznej i w innych dostępnych formatach.

Prośby należy składać na ręce zespołu ds. komunikacji drogą elektroniczną na adres: corporatecommunications@northlan.gov.uk

此文件可以多种不同语言和格式提供, 包括大字体、点字、音频、电子和易读格式。

如想提出请求, 请联系企业传讯部: corporatecommunications@northlan.gov.uk

اس دستاویز کو مختلف زبانوں اور صورتوں بشمول بڑے حروف، بریل، آڈیو، الیکٹرانک اور قابل رسائی صورتوں میں فراہم کیا جاسکتا ہے۔
براہ کرم درخواست کے لیے کارپوریٹ کمیونیکیشنز سے اس پر رابطہ فرمائیں: corporatecommunications@northlan.gov.uk

Produced by

NORTH LANARKSHIRE COUNCIL

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