

Making a Formal Complaint



Your right to be heard...



...our duty to listen



As your local Council we want to give you the best service we can. But things sometimes go wrong, and you may feel you haven't had the service you expect from us.

If this happens, the first thing you should do is contact the person who deals with the Service you want to complain about. They'll do their best to sort out the problem for you. Our Customer Service Centre will tell you who to contact. You can telephone the Customer Service Centre on 01738 475583.

Unless it's very serious, we won't normally treat your first contact with us as a formal complaint. For example, if you report a faulty street lamp or an un-emptied wheelie bin, we wouldn't record it as a formal complaint.

But if you're still unhappy, or it's something more serious, then you can make a formal complaint and we'll make sure it's investigated.

Your feedback's very important to us. It helps us to do things better.



Who can complain?

Any of our customers - which means you. It's your right.

We have a standard procedure for dealing with most complaints, but there are some exceptions which won't be dealt with under this procedure:

- *Complaints to do with planning applications that are still being considered*
- *Insurance claims*
- *Complaints that have already been heard by a court, tribunal or panel*
- *Complaints about some areas of our work that have their own procedures, such as social work*

How do I make a formal complaint?

There are several different ways to get in touch with us:

- *telephone the Customer Service Centre on 01738 475583*
- *email us on customercomplaints@pkc.gov.uk*
- *write to the Complaints & Governance Officer, Perth & Kinross Council, 2 High Street, PERTH PH1 5PH*

When you make a formal complaint, please try to describe what happened as clearly as you can, and let us know how you think we can put things right.

We deal with formal complaints in two stages:

Stage 1 *We'll pass your complaint to someone who works in the Service you have complained about, but they'll normally be from a different section and won't have any connection with your complaint - so they can look into it independently and objectively.*

They'll acknowledge your complaint within 5 working days of receiving it. Within 15 working days of receiving it, they'll get back in touch with a response to let you know what we're going to do about it.

At this point, if you're still not happy you can move on to Stage 2.

Stage 2 *We'll pass your complaint to our Corporate Complaints team, who investigate complaints on behalf of the Chief Executive. An independent investigator will acknowledge your complaint within 5 working days of receiving it, and give you a response to your complaint within 15 working days of receiving it.*

We always do our best to give you a response to your complaint within the 15 day deadline. Where this is not possible we will let you know how we are progressing and when you can expect to receive a more detailed response.

Scottish Public Services Ombudsman

If you're still not happy after you've been through both stages of our complaints procedure, you can ask the Scottish Public Services Ombudsman to look into it for you. You can contact the Ombudsman's office at any time for advice, but they won't normally investigate a case until you've been through both stages of our formal complaints procedure.

The Scottish Public Services Ombudsman
4 Melville Street
EDINBURGH
EH3 7NS

Tel 0800 377 7330
Fax 0800 377 7331
Email ask@spso.org.uk
www.spso.org.uk

If the Ombudsman agrees to investigate, we'll be asked to provide information about your complaint.

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting
Customer Service Centre 01738 475000

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمختص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب:
الاسم: Customer Service Centre
رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے تو اس کا بندوبست سروس ڈیولپمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡
Customer Service Centre 01738 475000
來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z
Customer Service Centre 01738 475000

P ežete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eloženo pouze stručný obsah listiny)
Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись
Customer Service Centre 01738 475000



Council Text Phone Number 01738 442573

All Council Services can offer a telephone translation facility