

- **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.

## 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 IJB's complaints procedure has been completed.

The Scottish Public Services Ombudsman:

**SPSO**  
**4 Melville Street**  
**Edinburgh**  
**EH3 7NS**  
**Freepost SPSO**

Tel: 0800 377 7330  
Fax: 0800 377 7331  
[www.spso.org.uk](http://www.spso.org.uk)



Perth and Kinross  
Health and Social Care Partnership

# Perth & Kinross Integration Joint Board

## Complaints & Feedback Leaflet

### What is a complaint?

We regard a complaint as:

*An expression of dissatisfaction by one or more members of the public about Perth & Kinross Integration Joint Board's action or lack of action, or about the standard of service Perth & Kinross Integration Joint Board has provided in fulfilling its responsibilities as set out in the Integration Scheme*

### What can I complain about?

A complaint may relate to dissatisfaction with:

- Perth & Kinross Integration Joint Board's policies
- Perth & Kinross Integration Joint Board's decisions
- The administrative or decision-making processes followed by Perth & Kinross Integration Joint Board in coming to a decision

If your complaint is in relation to the care provided by NHS Tayside services (such as the treatment you received, delays, staff attitude, lack of information etc), your complaint should be directed to the NHST Complaints and Feedback Team at: [feedback.tayside@nhs.net](mailto:feedback.tayside@nhs.net) or **0800 027 5507**

If your complaint is in relation to the care provided by Perth & Kinross Council (such as the care you received, delays, staff attitude, lack of information etc), you complaint should be directed to the P&K Council Customer service centre at: [customercomplaints@pkc.gov.uk](mailto:customercomplaints@pkc.gov.uk) or **01738 47500**

A complaint is **not**:

- a first time request made to Perth & Kinross Integration Joint Board
- a request for compensation only
- issues that are in court or have already been heard by a court or a tribunal
- disagreement with a decision where a statutory right of appeal exists
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.

The above is not an exhaustive list. For further information please refer to the Complaints Handling Procedure on the NHST ([link](#)) or Council ([link](#)) website.

## How do I complain?

- Telephone: **01738 459524**
- Email us on: **pkhscpcomplaints.tayside@nhs.net**
- Write to: **Perth & Kinross IJB, Council Offices, 3<sup>rd</sup> Floor, 2 High Street, PERTH, PH1 5PH**

## How long do I have to make a complaint?

The IJB has a time limit for complaints. Normally, you must make your complaint within six months of the event you want to complain about, or finding out you have a reason to complain, but no longer than 12 months after the event itself.

## 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.