

Care Complaints

If your complaint relates to a care service we provide through our Social Work services, you can choose whether to complain to us or the Care Inspectorate:

**Care Inspectorate
Compass House
Riverside Drive
DUNDEE
DD1 4NY**

Tel 0345 600 9527

www.careinspectorate.com

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 Council's complaints procedure has been completed.

**Scottish Public Services Ombudsman
Bridgeside House
99 McDonald Road
EDINBURGH
EH7 4NS**

**Tel 0800 377 7330 • Fax 0800 377 7331
www.spsa.org.uk**

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 the Customer Service Centre on 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 لمخلص 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 ڈیولپمنٹس 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

Nam bu mhath leat fhèin no neach eile as aithne dhut lethbhreac den phàipear seo ann an cànan no ann an cruth eile (uaireannan cha bhi ach gearr-iomradh den phàipear ri fhaotainn ann an eadar-theangachadh), gabhaidh seo a dhèanamh le fios a chur gu Ionad Sheirbheis Theachdaichean air 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

www.pkc.gov.uk

(PKC Design Team - 2021009)

Making a Complaint



As your local Council, we are committed to providing high-quality services. If something goes wrong or you are dissatisfied with our services, please tell us. We value customer feedback and use it to help us improve our services.

What is a complaint?

We regard a complaint as:

'An expression of dissatisfaction by one or more members of the public about the local authority's action or lack of action, or about the standard of service provided by or on behalf of the local authority.'

What can I complain about?

You can complain about things like:

- *delays in responding to your enquiries and requests;*
- *failure to provide a service;*
- *quality of service provided;*
- *incorrect application of a Council policy;*
- *attitude of, or treatment by, a Council employee;*
- *failure to follow proper procedure.*

From 1 April 2017, you can also complain about Social Work services through this complaints handling procedure.

What can't I complain about?

- *A routine first-time request for a service or information.*
- *A request for compensation from the Council.*
- *Where there is a legal right to appeal a decision you are unhappy with, eg housing benefit, planning decisions or school placing requests. In such cases, you will be given information on how to appeal.*

The above is not an exhaustive list. For further information please refer to the [Complaints Handling Procedure](#) on the Council's website - www.pkc.gov.uk

How do I complain?

- *Complete a form online at www.pkc.gov.uk*
- *Telephone the Customer Service Centre on 01738 475000*
- *Email us on customercomplaints@pkc.gov.uk*
- *Write to the Customer Service Centre, Perth & Kinross Council, Pullar House, 35 Kinnoull Street, PERTH, PH1 5GD.*
- *Visit any Council office.*

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.

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.*