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##### Introduction

Inverclyde Leisure is committed to providing high quality customer service. We value complaints and use information from them to help us improve our services. If something goes wrong, or customers are dissatisfied with our services, we should encourage them to tell us.

Not only will we deal with complaints quickly, but when appropriate we will act to improve our service in the future for all our customers.

Complaints are also a useful guide in how we manage our performance. They may highlight areas for improvement within Inverclyde Leisure regarding our facilities and procedures, the more we know about the way customers feel about our service, the better informed we will be to bring about improvements.

#### Do

##### Who can complain?

Anyone can make a complaint to us, including representatives of someone (providing they have been given consent to) who is dissatisfied with our service.

### Getting help to make a complaint

We understand that some customers may be unable, or reluctant, to make a complaint themselves. 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 the customer has given them consent to complain on their behalf.

Some customers who may feel they are unable to complain directly can make a complaint using the service below:

Local Advocacy  
Circles Network  
Advocacy Service Inverclyde  
21 Grey Place  
Greenock  
Inverclyde PA15 1YF

Phone: 01475 730797  
Fax: 01475 727407  
Info.inverclyde@circlesnetwork.org.uk

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

Normally, they must make the complaint within six months of:

- the event they wish to complain about, or
- finding out that they 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 a customer feels that the time limit should not apply to their complaint, they must tell us why.

We should then let them know as to whether it is possible to investigate the complaint.

### What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action, or lack of action, or about the standard of service provided by us, or on our behalf.

**What can customers complain about?**

Customers can complain about issues such as:

- Failure to provide an advertised service
- Products and services that were provided by the Trust, but not to an appropriate standard/inadequate (e.g. poor-quality customer service, facility cleanliness or cancellation of a service in error)
- Treatment by, or attitude of, a member of staff
- The Trusts failure to follow an appropriate administrative process
- Matters that relate to the Trust's policies, but only where the complaint relates specifically to the way the matter was administered.

**What can't customers complain about?**

There are some things customers can't raise as a complaint.

- A routine first-time request for a service that has been refused, for example a block booking request, preferred booking time. Provision of a specific type of class, these are handled as service requests, not complaints
- A request for information or an explanation of a policy or practice, these are handled as enquiries
- Requests for compensation from the Trust (including matters which are in the hands of our insurers)
- Issues that are in court, or have already been heard by a court or a tribunal
- An attempt to reopen a previously concluded complaint, or to have a complaint reconsidered where we have already given our final decision.

If other procedures or rights of appeal can help resolve the concerns of the customer we will give information and advice to assist.

**How do customers complain?**

In person at any of our facilities, by phone, in writing and email.

By completing the form on the IL Customer complaints page of our Website and emailing to [leisure.admin@inverclydeleisure.com](mailto:leisure.admin@inverclydeleisure.com) or by printing the form and sending by post to:

Jim Lyon  
Operations Manager  
Waterfront Leisure Complex

Customhouse Way  
Greenock  
Inverclyde PA15 1EW

We should encourage customers with a complaint to make it quickly and directly to the facility concerned. This will make the complaint easier to resolve, so encourage them to talk to a member of our staff at the facility and if possible, try to resolve any problems on the spot.

When complaining, customers should give us:

- Their full name and address
- Their contact numbers, email address and best times to contact.
- As much information as you can about the complaint
- What has gone wrong
- How they want us to resolve the matter.

Personal details should be recorded and kept in compliance with GDPR.

The Customer Complaints Form must be completed in full.

## Measure / Review

### What happens when a customer has complained?

Complaints should be logged on the customer complaints log which is situated in the QMS folder on the One Drive. The facility manager must ensure that the details of the complaint including the outcome is entered onto the log sheet.

We should always tell the customer who is dealing with their complaint.

Our complaints procedure has two stages.

#### Stage One: Frontline Resolution

We should aim to resolve complaints quickly and preferably where the customer is at the time of complaining. This will mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

If the on the spot apology and resolution is not deemed acceptable by the complainant, then we will follow the Customer Complaint process detailed above / further investigation may be needed.

We will give our decision in stage one in **five working days or less**, unless there are exceptional circumstances.

If we can't resolve the complaint at this stage, we should explain why and inform the customer what we can do next.

We should always try to deal with complaints quickly. If it is clear that the matter will need a detailed investigation, we will tell the customer and keep them updated on progress.

If a customer is dissatisfied with our response, they can request the complaint is taken to Stage two.

They can choose to do this immediately or sometime after the 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, and can't be resolved by Inverclyde Leisure in five working days.

We will look at complaints at this stage if:

- The customer is dissatisfied with our response at Stage one: Frontline resolution
- The customer refuses to co-operate with Stage one: Frontline resolution
- The issue raised is complex and requires detailed investigation
- The complaint has been identified as serious, high risk or high profile

When using stage two we will:

- Acknowledge the complaint within three working days and will give our decision as soon as possible.
- Discuss the complaint with the customer to understand why they remain dissatisfied and establish what outcome they are looking for.

- Give a full response to the complaint as soon as possible and within **20 working days**, unless there is clearly a good reason for needing more time.

If our investigation will take longer than 20 days, we will advise the customer. We should agree revised time limits with the customer and keep them updated on progress

If Customer is still dissatisfied - After we have fully investigated a complaint, and if the customer remains dissatisfied with our decision or the way we have handled the complaint, they can ask the Scottish Public Service Ombudsman (SPSO) to consider it.

We should advise the customer how to do this when we send our final decision.

Contact the SPSO:

In Person  
SPSO  
4 Melville Street  
Edinburgh EH3 7NS

By Post  
Freepost SPSO  
4 Melville Street  
Edinburgh EH3 7NS

Freephone: 0800 377 7330  
Online contact: [www.spso.org.uk/contact-us](http://www.spso.org.uk/contact-us)  
Website: [www.spso.org.uk](http://www.spso.org.uk)  
Mobile site: <http://m.spso>

### Associated Forms:

- Complaints Log Spreadsheet
- Customer Complaint Form

### Associated Work Instructions:

- Not Applicable

### Associated Risk Assessments:

- Not Applicable

### Associated Guidance and Legislation:

### Date of Next Update:

This procedure is reviewed every two years or updated as and when necessary, the next review is December 2021

**Updates of procedure:**

<b>Issue No</b>	<b>Description of Revision</b>	<b>Date</b>	<b>Action By</b>
1	None - First Issue	April 2017	
2	Minor updates	Dec 2019	

**Training on this procedure is required for the following Staff:**

- All Staff