

What if I'm still dissatisfied?

If you are still dissatisfied with our decision or the way we dealt with your complaint after a full investigation, you can ask the Scottish Public Services Ombudsman (SPSO) to investigate.

The SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure
- 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 by:

Freephone:
0800 377 7330

ask@spso.org.uk

www.spso.org.uk/online-contact

Freepost SPSO

In person: SPSO,
4 Melville Street,
Edinburgh EH3 7NS

Care Complaints

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure or make a complaint by contacting them:

0345 600 9527

enquiries@careinspectorate.com

www.scswis.com

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 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:

0131 556 6443
enquiry@siaa.org.uk
www.siaa.org.uk

We are committed to making our service easy to use for everyone. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services.

If you have trouble putting your complaint in writing or would like this information in another language or format, such as Braille or large print, please contact us in person or:

01324 506070
contactcentre@falkirk.gov.uk

Complaints Information



Falkirk Council
is committed to
providing high-quality
customer services.



Falkirk Council

We use information from complaints 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.

What is a complaint?

We view 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 I complain about?

You can complain about things like:

- Delays in responding to your enquiries and requests
- Failure to provide a service
- Our standard of service
- Council policy
- Treatment by or attitude of a member of staff
- Our failure to follow proper procedure

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

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, for example a refused planning application or the level of priority you are given when applying for a house

We will provide information and advice to you if other procedures or rights of appeal can resolve your concerns.

How do I complain?

Anyone can make a complaint to us.

Complaints can be made:

- In person at any Council office
- Online at www.falkirk.gov.uk/complaints
- By emailing contact@falkirk.gov.uk
- By calling 01324 506070
- In writing to Freepost Falkirk Council

If you are complaining about council tax, benefits, rents, non-domestic rates and sundry accounts please email revenues.complaints@falkirk.gov.uk

Complaints received by the Contact Centre or at any of our offices will be passed to the appropriate service and dealt with under the first stage of their complaints procedure.

It is usually easier to resolve complaints if you make them directly to the service concerned. Please talk to a member of our staff at the service you are complaining about so they can try and resolve any problems right away.

When complaining, we need to know:

- Your full name and address
- All about the complaint
- What has gone wrong
- How you want us to resolve the matter

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 more than 12 months after the event itself.

In exceptional circumstances we may 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. 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 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
- Discuss your complaint with you to learn why you are dissatisfied and what outcome you are looking for
- Give you a full response to the complaint as soon as possible and within 20 working days

We will tell you if our investigation will take longer than 20 working days. We will agree revised time limits with you and keep you updated on our progress.