

A Guide to Making Complaints

We aim to give a good service. We want to make things better for everyone.

Clackmannanshire Council wants you to tell us what you think.

If you think something has gone wrong, you can tell us. This is a complaint.

What is a complaint?

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A complaint is when you tell us you're not happy with a service or a person that is part of the Council.

This could be:

- About something the Council does for you
- If someone from the Council does something wrong
- If something we say we will do doesn't happen



UNCRC Article 3

The **best interests** of the child must be a top priority in all decisions and actions that affect children.

Parents, carers and legal guardians also have rights and duties to protect children's well being and care.

How do I make a complaint?



- You can talk to a staff member. They'll try to help you.
- You can talk to us at any of our buildings or Customer Access Points.
- You can visit our website and fill out our online complaints form:

<https://www.clacks.gov.uk/council/commentsandcomplaintsform/>

- You can phone us on: 01259 450000
- You can write to us at: Clackmannanshire Council, Kilncraigs, Greenside Street, ALLOA FK10 1EB
- BSL users can contact us via contactSCOTLAND-BSL, the on-line British Sign Language interpreting service.

Please tell us:

- your full name and contact details
- how we can contact you and what time is ok to contact you
- as much as you can about your complaint
- what's gone wrong; and
- what you would like to happen

Getting help to make your complaint



People can help you make a complaint. You can agree to someone making a complaint on your behalf.

You could ask a family member, friend, neighbour, support worker or an advocate.

Advocates are people who have nothing to do with the Council.



An advocate can help you tell us what you are unhappy about. They can help you write letters and can come to meetings with you.

You can find more about advocacy at: www.forthvalleyadvocacy.com

You can e-mail them at: info@forthvalleyadvocacy.com. You can phone them on: **01324 320 986**.

Citizens Advice Bureau:

You can contact them at:

<https://www.clackscab.org.uk/contact-us>.

You can phone them on: **01259 219404**

You can visit their website: www.clackscab.org.uk or drop in to see them at: Burgh Mews, Alloa FK10 1HS



How long do I have to make a complaint?

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Normally, you have 6 months to complain. Sometimes we can accept a complaint after that.



What will happen when I make a complaint?

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We will listen and try to help you. If it's something that is easily fixed or can be sorted right away, we will try to do that.

We will tell the right people so they know what you have to say. You have a right to keep things confidential but we may not be able to guarantee that.

When we have looked at your complaint, we will contact you to say what we have found out and what we have done.

What we will do at a Stage 1

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We will try to give you an answer within 5 working days.

Our working days are Monday to Friday. This does not include Saturdays and Sundays or public holidays.

If we cannot answer you within 5 working days, we will tell you.

If you are not happy with our answer, we will tell you what you can do next.

Your complaint will move to Stage Two if:

- We cannot sort it out at Stage One.
- It is a very serious complaint.
- You are not happy with our answer.

What we will do at a Stage 2

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- We will tell you we have got your complaint within 3 working days.
- We might talk to you to learn more.
- We will ask you what you want to happen.
- We will try to give you a full answer to your complaint within 20 working days.
- Normally, we will write to you with our answer. If you are under 18 years of age – you can choose to meet with someone who can explain the answer to you.
- If it is going to take longer we will tell you.

What if I am not happy with the answer?

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If you do not agree with our answer after Stage 2 you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

This is someone who does not work for the Council and they will find out if we did the right thing when you talked to us.

UNCRC Article 12

(respect for the views of the child)

Every child has the right to express their views, feelings and wishes in all matters affecting them, and to have their views considered and taken seriously.



The SPSO does not look at:

- a complaint that has not already been investigated by us.
- things that happened more than a year ago.
- things that are being decided in court.

You can write to them for free: FREEPOST SPSO

You can phone them: 0800 377 7330

You can contact them online:

www.spso.org.uk/contact-us

You can visit their website: www.spso.org.uk

You can arrange to see them in person...

You must make an appointment first: SPSO, Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS