

# How to make a complaint

**In light of the current situation and ongoing impact of Coronavirus (COVID-19) we may have to apply extensions to our timescales for complaints handling. We sincerely apologise for the inconvenience this may cause.**

**In light of the above, we would also encourage you to refrain from submitting a complaint where it is about the following matters:**

- Delays with processing complaints
- Delays with complaint responses
- Matters which are likely to resolve themselves within the next few weeks/months
- Delays in service delivery which are the result of organisations having to cope with COVID-19 and which are non-essential.

**If there are areas when the service you have received from us has fallen below expectation or our response to your complaint has taken us longer than the stated timescale, we appreciate your patience and we will respond to you as soon as possible.**

**Further information on the impact of Coronavirus (COVID-19) on complaints can be found on the SPSO website.**

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

## **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.

## **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 longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

Inverclyde Leisure will then let you know as to whether it is possible to investigate your 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 I complain about?

You can complain about things like:

- failure to provide a service that has been advertised
- products and services that were provided by us but **not to an appropriate standard/inadequate** (e.g., poor cleaning standards or cancellation of activities without adequate notice)
- Requests or queries that were **not answered or actioned within the agreed timescales**
- treatment by, or attitude of, a member of staff
- disagreement with a decision where the customer cannot use another procedure (for example an appeal) to resolve the matter
- Inverclyde Leisure's failure to follow the appropriate administrative process
- Matters that relate to Inverclyde Leisure's policies, but only where the complaint relates specifically to the way the matter was administered.

## What can't I complain about?

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

- A routine first time request for a service, for example a new fitness class or more lane swimming sessions in one of our pools 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 Inverclyde Leisure (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 you resolve your concerns, we will give information and advice to help you.

## How Do I Complain?

You can complain in person at any of our facilities by phone, in writing and email.

By telephone to the relevant facility.

By email at [jim.lyon@inverclydeleisure.com](mailto:jim.lyon@inverclydeleisure.com), download and print the form to the left of this page or download and complete.

Send your complaint by post to:

Jim Lyon Operations Manager

Waterfront leisure Complex  
Customhouse Way  
Greenock  
Inverclyde PA15 1EW

It is easier for us to resolve complaints if you make them quickly and directly at the facility concerned. So please talk to a member of our staff. Then they can try to resolve any problems on the spot.

**When complaining, tell us:**

- your full name and address
- your contact numbers, email address and best times to contact you.
- as much information as you can about the complaint
- what has gone wrong
- how you want to resolve the matter

**What happens when I have complained?**

We will 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 in 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 tell you what you can do next.

We will always try to deal with your complaint quickly. If it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage two. We might suggest that you take your complaint to Stage two.

You may choose to do this immediately or sometime after you get out 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 we may do this immediately.

We will look at your complaint at this stage if:

- you are dissatisfied with our response at Stage one: Frontline resolution
- you refuse 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:

- We will acknowledge your complaint within **three working days** and will give you our decision as soon as possible.
- Discuss your complaint with you to understand why you remain dissatisfied and establish what outcome you are looking for.
- Give you 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 tell you. We will agree revised time limits with you and keep you updated on progress

### **What If Im still dissatisfied?**

After we have fully investigated your complaint, if you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.

You can contact the SPSO:

In Person

SPSO  
Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS

By Post

Freepost SPSO

**Freephone:** 0800 377 7330

**Online contact:** [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

**Website:** [www.spsso.org.uk](http://www.spsso.org.uk)

**Mobile site:** <http://m.spsso.org.uk>

### **Getting help to make a 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 an advocate, if you have given them your consent to complain for you.

**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

We are committed to making our service easy to use for all customers. 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, please contact us on 01475 797979 (office hours) email [jim.lyon@inverclydeleisure.com](mailto:jim.lyon@inverclydeleisure.com)