



HELP US TO HELP YOU

CUSTOMER COMPLAINTS AND COMMENTS



Renfrewshire
Council

We are committed to providing the highest standards of service to our community. These are our customer service pledges to you.

When you contact us we will do the following.

- Be polite and helpful and treat you fairly at all times.
- Respect your confidentiality and dignity.
- Deal with your enquiry promptly.
- Answer the phone within five rings.
- Identify ourselves and our section when we answer the phone.
- Deal with your enquiry personally if we can (if we cannot deal with it personally, we will transfer you to someone who can deal with it).
- Reply to written enquiries within 10 working days.
- Tell you how long it will take us to deal with your enquiry if it is complicated and we need to investigate.
- Make sure that all our written enquiries to you are clear and include a contact name and phone number.
- Reply to you by email, fax or phone if you have asked us to.
- Arrange a personal visit when appropriate instead of writing to you.
- If you ask, agree a password with you for home visits so that you can be sure that the visitor is genuine.
- If you have a particular need, send you information in a variety of languages or formats.

If you feel that we haven't met any of these pledges, or do not meet our high standards, let us know as quickly as possible so that we can put things right. Your comments and complaints will tell us about things that are going wrong. We will consider all comments and complaints and respond to them quickly. We promise to take quick and effective action if we are at fault.

How do I make a comment or suggestion?

As well as any complaints you may have, we also want your comments or suggestions which could help us improve our services. You can do this by:

- telling us in person;
- phoning us;
- visiting our website at www.renfrewshire.gov.uk;
- writing to us; or
- filling in the form in this leaflet.

Contact details for the customer service officer for each department are in this leaflet.

If you write to us with a comment or suggestion, we will send you a letter within three working days to confirm that we are considering it.

When should I use the complaints procedure?

You should follow our complaints procedure if you are unhappy with the way we have provided a service.

Do not follow this procedure to ask about our services (for example, to ask for a repair to your home or tell us your concerns about public health or trading standards).

For some services there are special procedures or laws that we must follow when dealing with comments or complaints. If these procedures or laws apply, we will tell you about them when you contact us.

How to make a complaint

Step 1 - make an informal complaint

If you are unhappy with the service you have received, contact the relevant department. Briefly explain your complaint and ask to speak to a member of staff who can help you. Or you can contact the Customer Services Officer for the relevant department and explain your complaint to them.

We can usually solve problems quickly and easily at this stage. However, if you are still unhappy with the service you are getting, or you are not satisfied with our response to your informal complaint, you can go on to step 2 to make a formal complaint.

Step 2 - make a formal complaint

You should make a formal complaint in writing. You can:

- ask a member of staff from the department involved to record the complaint for you;
- post or e-mail your complaint to the Customer Services Officer for that department;
- fill in the complaints form in this leaflet and send it to any council office or the Customer Services Officer; or
- fill in a formal complaints form on our website at www.renfrewshire.gov.uk.

Within three working days of receiving your complaint we will send you a letter confirming that we are looking into the matter. We will fully investigate all formal complaints. We will then send you a detailed reply within 10 working days of our first letter, or tell you how long it will take us to deal with your complaint if it is complicated and we need to investigate it further.

Step 3 -make an appeal

If you are still not happy with how we have dealt with your complaint, you can write to the Head of Service or the Director of the department you are complaining about. If the Head of Service or the Director has already been involved in dealing with your complaint, you can write to the Chief Executive.

Within three working days of receiving your letter we will write to confirm that we are looking into the matter. We will send you a detailed reply within a further 10 working days, or tell you how long it will take us to deal with your complaint and investigate further.

Please fill in your details below and then use page 4 to explain your complaint.

First name:	Surname:
Address:	
	Postcode:
E-mail address:	
Phone number:	

The Data Protection Act 1998

We will use the information you give us in this form to deal with your complaint or comment. We may also check your details with any other information we hold and may share these with other council departments to:

- check that the information is accurate;
- help us provide a better service to you;
- prevent or detect fraud or crime; or
- protect public funds.

Your signature:
Date:

For quality-assurance purposes, we may contact you at a later date to get your views on how we handled your complaint. If you do not want us to contact you at a later date, please tick the box below.

I do not wish to be contacted to be asked about the complaints process

Do you want to make a: comment?

complaint?

Other information about you

You do not have to fill in this section. Filling in this section will help us to make sure that we treat everybody who lives in Renfrewshire fairly and equally. We will keep any information you give us confidential.

1 Are you: (please tick)

male?	female?	
-------	---------	--

2 Do you consider yourself to be disabled? (please tick)

Yes	No	
-----	----	--

3 How old are you? (please tick)

under 21	21 to 30 years	31 to 40 years	41 to 50 years	51 to 60 years	Over 60 years	
----------	----------------	----------------	----------------	----------------	---------------	--

4 What is your ethnic origin? (Choose one section, then tick the appropriate box.)

A White		B Mixed	
Scottish		Any mixed background	
English		Please give details:	
Welsh			
Other British			
Irish			
Any other white background			
Please give details:			
C Asian, Asian Scottish, Asian English, Asian Welsh or other Asian British		D Black, Black Scottish, Black English, Black Welsh or Black British	
Indian		Black British	
Pakistani		Caribbean	
Bangladeshi		African	
Chinese		Any other Black background	
Any other Asian background		Please give details:	
Please give details:			
E Any other ethnic background			
Please give details:			

Can we help?

If you would like someone to help you fill in this form, please phone one of our customer services officers.

This leaflet is available in Braille, in large print, on computer disk, on audio tape or in other languages. If you need the leaflet in one of these formats, please contact:

Chief Executive's Department
Headquarters
Cotton Street
Paisley PA1 1WB.

Phone: 0141 840 3209
Fax: 0141 840 3349
E-mail: chiefexec@renfrewshire.gov.uk

Who else can I contact?

We hope that we solve your problem quickly and effectively. If you are still unhappy with the service you have received, or feel that we have treated you unfairly, you can refer your problem to the Scottish Public Services Ombudsman.

The Ombudsman will not normally accept your complaint until you have been through our complaints procedure.

You can contact the Ombudsman at:

Scottish Public Services Ombudsman
4 Melville Street
Edinburgh
EH3 7NS.

Phone: 0870 377 7330
Text: 0790 049 4372
Fax: 0870 377 7331
E-mail: ask@spso.org.uk

Or you can write to the following Freepost address. Using a Freepost address means you will not use a stamp.

Scottish Public Services Ombudsman
Freepost EH641
Edinburgh
EH3 0BR

Customer services officers by department

Chief Executive's Department

Headquarters
Cotton Street
Paisley PA1 1WB
Phone: 0141 840 3505
Fax: 0141 840 3349
E-mail: chiefexec@renfrewshire.gov.uk

Corporate Services

Headquarters
Cotton Street
Paisley PA1 1TR
Phone: 0141 840 3229
Fax: 0141 840 3335
E-mail: committee-services.cs@renfrewshire.gov.uk

Education and Leisure Services

Headquarters
Cotton Street
Paisley PA1 1LE
Phone: 0141 842 5591 or any head teacher
Fax: 0141 842 5678
E-mail: els@renfrewshire.gov.uk

Environmental Services

Headquarters
Cotton Street
Paisley PA1 1BR
Phone: 0141 840 3152
Fax: 0141 842 5457
E-mail: es@renfrewshire.gov.uk

Finance and Information Technology Services

Headquarters
Cotton Street
Paisley PA1 1JB
Phone: 0141 842 5070
Fax: 0141 842 5443
E-mail: finit@renfrewshire.gov.uk

Housing and Property Services

Headquarters
Cotton Street
Paisley PA1 1JD
Phone: 0141 840 3336
Fax: 0141 842 5552
E-mail: hps@renfrewshire.gov.uk

Planning and Transport Services

Headquarters
Cotton Street
Paisley PA1 1LL
Phone: 0141 842 5422
Fax: 0141 842 5833
E-mail: pt@renfrewshire.gov.uk

Social Work

Headquarters
Cotton Street
Paisley PA1 1TZ
Phone: 0141 842 5164 or any head of Social Work area offices
Fax: 0141 842 5144
E-mail: sw@renfrewshire.gov.uk

We have tried to make our complaints and comments procedure easy to understand and easy to use. If you have any comments or suggestions about our procedure, this leaflet, or the complaints and comments form on our website (www.renfrewshire.gov.uk), please write to:

Customer Services Officer
Chief Executive's Department
Headquarters
Cotton Street
Paisley PA1 1WB.

