



## Renfrewshire Leisure Complaints Procedure

### Complaints

We are committed to providing high quality customers services. If something goes wrong or you are dissatisfied with our services, we want to know. We value complaints and use information from to help us improve our services.

### Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

### What can I complain about?

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

You can complain about things like:

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

### How do I complain?

You can complain in person at any of our centres, by phone, in writing, email, complaints form or via our website. When complaining, tell us:

- Your full name and address
- Which centre your complaint is about
- What has gone wrong and as much as you can about the complaint.
- How you want us to resolve the matter

It is usually easier for us to resolve complaints if you make them quickly and directly to the centre concerned. So please talk to a member of staff at the centre you are complaining about. They can then try to resolve any problems on the spot.

**Contact us** – you can contact us in a number of ways to submit your complaint:

Tel: 0300 300 0250 – select the centre your complaint is about

Visit: [www.renfrewshireleisure.com/contact/complaint](http://www.renfrewshireleisure.com/contact/complaint)

Email: [info@renfrewshireleisure.com](mailto:info@renfrewshireleisure.com)

Write to us:

Complaints Officer

Renfrewshire Leisure (5<sup>th</sup> floor)

Renfrewshire House

Cotton Street

Paisley

PA1 1WB



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

Normally, you should 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 limit. If you feel the time limit should not apply to your complaint, please tell us why.

### What happens once 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 in five working days or less, unless there are exceptional circumstances.
- If we can't resolve your complaint at this stage, we'll explain why and tell you what you can do next. We might suggest you take your complaint to stage two.

#### **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 need detailed investigation. When using stage two we will:

- Acknowledge receipt of your complaint within three working days
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- Give a full response to the complaint as soon as possible and within 20 working days

If our investigation will take longer than 20 working days, we will tell you. We'll agree revised time limits with you and keep you updated on progress.

### What if I'm still not satisfied?

After we have fully investigated, if you are still not satisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO can't normally look at:

- A complaint that has not completed our complaints procedure (so please make sure it has been done so before contacting the SPSO)
- 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 in person at:

SPSO  
4 Melville Street  
Edinburgh  
EH3 7NS



## **Renfrewshire Leisure Complaints Procedure**

By post:

SPSO

Freepost EH641

Edinburgh

EH3 0BR

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