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SOUTH AYRSHIRE COUNCIL
FREEPOST NAT 7733
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If you want to make a comment,
compliment, suggestion or complaint,
please contact:

South Ayrshire Council
Customer Services
0845 601 2020

This leaflet is also available from the Customer Services Team in Urdu and Chinese. If you know someone who might need this leaflet translated into a language other than Urdu or Chinese, please contact our Customer Services Team.

اس اشاعت کے نسخہ کا صرف متن چینی زبان میں دستیاب ہے۔
مزید جانکاری کے لیے براہ کرم درج ذیل پر رابطہ قائم کریں:
0845 601 2020

本出版物還有純文字中文版。
有關更多資訊，請聯絡：0845 601 2020

If you know anyone who is registered blind or partially sighted, please contact the Customer Services Team for a large-print version or a copy on tape.



South
AYRSHIRE
COUNCIL

Feedback

How to comment, make suggestions or complain about our services.

Help us
to get it
right



What is feedback and why should I give it?

Feedback can take the form of **comments, suggestions, compliments or complaints**. We take all feedback seriously and will deal with it fairly, honestly, in good time and in confidence. We need your feedback so that we can continue to improve the services we provide to you. If we are getting it right, it is useful to know. If we are getting it wrong, please tell us so we can put things right and give you an explanation.

How can I give feedback?

You can give us your feedback:

- in person at any of our offices;
- by filling in the Freepost form attached to this leaflet;
- by sending us a letter using the Freepost address shown over the page;
- by sending us an e-mail to cst@south-ayrshire.gov.uk;
- by filling in and sending us an on-line form at www.south-ayrshire.gov.uk/contact/feedback.htm;
- by sending us a text message to 0797 1120 498; or
- by phoning the Customer Services Team on 0845 601 2020.

You can hand your feedback in to any South Ayrshire Council office or get help there to write it down.

What do we do with comments, suggestions, compliments and complaints?

Comments

We welcome comments about our services and staff. We will pass them to the relevant manager for information and action. Unless you ask for a reply, we will not normally contact you about comments.

Suggestions

We will let you know we have received your suggestion within five working days. If we can, we will act on your suggestion immediately. If we need more time to consider your suggestion, or it is not possible to act on it, you will receive an explanation within 20 working days.

Compliments

We will pass compliments to the staff who have given you good service for their information.

Complaints

We have a three-stage complaints process.

Stage one - informal complaint

The easiest and quickest way to complain is to contact the relevant department directly and speak to someone about the problem that is troubling you. If you do not know which department to contact, simply phone our Customer Services Team on 0845 601 2020. They will put you in contact with someone who can help. Our aim at this informal stage is to sort your problem out to your satisfaction as quickly as possible. Although your complaint may be informal we will record the details to help us improve our services in the future.

Stage two - formal complaint

If we cannot sort your problem out at stage one, or you want to formally complain about something, you can contact us in one of the ways described under 'How can I give feedback?'. We will let you know within five working days that we have received your formal complaint. We aim to give you a full response in 20 working days. If, for any reason, we cannot give you a full response within the 20 days, we will contact you to update you with progress and tell you when we will be in touch again.

If your complaint is about a social work service, we have to deal with it slightly differently. However, if you register your complaint as described above under 'How can I give feedback', we will contact you and explain how it affects you.

Stage three - review of departmental response

If you are unhappy with the way your complaint has been handled or the response you have received, you can contact the Chief Executive. The Chief Executive will review your complaint and the action of the department that dealt with it. The response from the Chief Executive is the last stage in our feedback system.

What if I am still not satisfied?

If you feel that we have not properly dealt with your complaint, you can take it to the Scottish Public Services Ombudsman. The Ombudsman is independent from us and can investigate the response we have given. However, the Ombudsman will not normally deal with a complaint unless you have been through our full complaints procedure first.

Please remember that at any stage in your dealings with us you can ask for support and help from your local councillor, Member of Parliament, Member of Scottish Parliament or Member of European Parliament.

Freepost - You do not need a stamp

Please take a few moments to give us any comment on our service which has pleased you, any suggestions for improvements we should consider, or any complaint where you have not been satisfied. Tear along the dotted line and send it to us. If you are worried about privacy, you can send this slip to us in an envelope using the Freepost address shown over the page.

This will help us to improve our service to you.

Your name:

Your address and postcode:

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Phone:

Please give details of your: comment
suggestion complaint (please tick)

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Your signature:

Date:

Thank you.