

SOUTH AYRSHIRE COUNCIL COMPLAINTS HANDLING PROCEDURE

INFORMATION SHEET

COMPLAINTS ESCALATION PROCESS

Escalating to Stage 2

When can you escalate your complaint to Stage Two of our procedure?

South Ayrshire Council hopes that you are satisfied with the outcome of your complaint. In the event, however, that you are dissatisfied with the way in which your complaint has been handled, you can escalate your complaint to the Investigation Stage (Stage Two) of South Ayrshire Council's Complaint Handling Procedure.

How to escalate your complaint to Stage 2

If you are dissatisfied with your Stage 1 response, you can escalate your complaint to Stage 2 through any of the following routes:

- Online using the [Complaints Escalation Form](#)
- Email listeningtoyou@south-ayrshire.gov.uk
- Come into one of our [Customer Service Centers](#), or any local office.
- Phone our Customer Services Team on [0300 123 0900](tel:03001230900)
- In writing to: Customer Services, South Ayrshire Council, Freepost NAT 7733, Ayr, KA7 1DR

If you are escalating your complaint to Stage 2 of our process, it would be helpful if you could give us the following information:

- Why you are dissatisfied with your Stage 1 response or
- What outcome you are looking for at the end of your complaint

Once your complaint has been logged at Stage 2, it will be acknowledged within three working days and responded to within a maximum of 20 working days. In exceptional circumstances, there may be reasons why a full response or resolution cannot be issued within this timescale. If this happens, the customer will be advised and given an explanation as to why the timescale cannot be met.

The Council's Decision at Stage Two

Stage 2 responses will reflect the Council's final response on the complaint and will be signed off by the Chief Executive or a Designate. If you remain dissatisfied following a Stage 2 response, your next course of action would be to appeal to the Scottish Public Services Ombudsman for an independent investigation into how we have handled your complaint.

Escalating to the Scottish Public Services Ombudsman

When can you complain to the Scottish Public Services Ombudsman?

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about councils, the National Health Service, housing associations, colleges and universities, prisons, most water providers, the Scottish Government and its agencies and departments and most Scottish authorities.

If you remain dissatisfied following the South Ayrshire Council's Stage 2 response to your complaint, you have the right to appeal to the SPSO and request that an independent investigation be carried out into how the Council have handled your complaint.

The SPSO cannot normally look at complaints:

- > Where you have not gone all the way through the council's complaints handling procedure
- > More than 12 months after you became aware of the matter you want to complain about
- > That have been or are being considered in court.

How to complain to the Scottish Public Services Ombudsman

You can make a complaint to the Scottish Public Services Ombudsman:

- By post using the SPSO [complaints form](#) via the SPSO website
- Online using the SPSO [complaints form](#)

Scottish Public Services Ombudsman Contact Details

SPSO
4 Melville Street
Edinburgh
EH3 7NS

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330
Online contact www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: <http://m.spsso.org.uk>