

YOUR FEEDBACK

We define a complaint as an expression of dissatisfaction regarding

- our actions or lack of action, or
- the standard of service provided by us, or on our behalf.

Examples include delays in responding to your enquiries, failure to provide a service or poor treatment by a member of staff.

There are some topics we can't consider as complaints. These will be dealt with under the appropriate procedure.

Examples of topics we can't consider under our Complaints Handling Procedure include:

- compensation or insurance claims
- first time service requests
- issues with neighbours
- Penalty Charge Notices
- Bus Lane fines.



DO YOU NEED EXTRA HELP?

If you are having trouble putting your complaint into writing, or want this information in another language or format (such as large font or Braille), please contact us.

You may be reluctant or unable to make a complaint yourself. You can ask a friend, relative or advocate to make one for you.

You must give permission for someone to complain on your behalf, and to show this has been given we ask that you complete a Third Party Consent to Disclose form.

Please contact us to organise for a form to be sent to you.

CONTACT US

Web:

www.aberdeencity.gov.uk/complaints

Call: 01224 523058

Write to:

Customer Feedback Team,
1st Floor, Town House,
Broad Street,
Aberdeen AB10 1AQ



COMPLAINTS

It is important that we understand your experience of dealing with Aberdeen City Council.

Sometimes we make mistakes and your feedback will let us know where we need to make improvements.

We will try to make it right when something has gone wrong.

HOW TO COMPLAIN



You can complain in a way that is convenient for you - you can use our online form, write to us, call or do it in person at any Council office.

Please see the 'Contact Us' section (back page) for our details.

Please describe your complaint in as much detail as possible.

Tell us:

- What happened and when
- Who was involved
- What should have happened
- How you want us to resolve the matter
- Your full name and address

If known, please say which service you are complaining about.

HANDLING YOUR COMPLAINT

There are two stages to our Complaints Handling Procedure. When we receive your complaint, we will let you know if it will be dealt with at Stage 1 or Stage 2.

Stage 1 complaints are usually straightforward, and we will respond within 5 working days. This may be done in person, by telephone, letter or email.

Stage 2 complaints are for more complicated issues, or if you are unhappy with how we dealt with your Stage 1 complaint. We will send you a written response within 20 working days.

If the issue is complex, we may need more time. If this happens, we will let you know.

Visit www.aberdeency.gov.uk/complaints for more information.



ANSWERING YOUR COMPLAINT

The department concerned will look at what has happened and what should have taken place. When possible, we deal with the issue there and then.

We will tell you if the complaint is upheld or not upheld, and explain any changes made as a result of your complaint.



STILL DISSATISFIED?

The Scottish Public Services Ombudsman (SPSO) is an independent body who can review the complaints made to us. If you are unhappy with our response to your Stage 2 complaint, the SPSO can help.

If you haven't completed both stages of the complaints procedure, the ombudsman may ask you to do this before they get involved.

Visit www.spso.org.uk for more advice, call **0800 377 7330** (Freephone), or write to **Freepost SPSO**.