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**TOWN CENTRE
ACTIVITIES**



How to make a complaint

Town Centre Activities Ltd. is committed to providing high quality customer services. We value complaints, comments and compliments, we use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our service, please tell us. This leaflet describes the complaints procedure, and how to make a complaint.

What is a complaint?

We regard a complaint as an expression of dissatisfaction about our action or lack of action, or, about the standard of service provided by Town Centre Activities.

You can complain about things like:

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

Your complaint may involve more than one area of our service or be about someone working on our behalf.

Is there any instances when I cannot complain?

Our complaints handling procedure cannot deal with the following instances:

- Unable to request CCTV footage without going through the correct procedure, for example a road traffic accident would be requested from an insurance company.
- A routine first-time request for a service
- A request for compensation from Town Centre Activities Ltd
- Issues that are in court or have already been heard by court or a tribunal
(This list doesn't cover everything, it is provided as an example)

Our complaints policy does not cover complaints relating to the actions or conduct of Police Scotland or Insurance companies.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. If someone is reluctant to making a complaint on their own, we may accept complaints from a third party.

How do I complain?

You can complain by phone, in writing, by email or social media.

It is usually easier for us to resolve complaints if you make them quickly and directly to us. So please contact a member of our staff and they will try to resolve any problems as quickly as possible.

When complaining, tell us:

- Your full name and address

- As much as you can about the complaint
- What has gone wrong
- How you want us to resolve the matter

Please contact us:

- By phone on: 01236 638916
- Online at: <http://www.tcaltd.org/contact-us/>
- By email at : towncentres@northlan.gov.uk
- In writing at: Town Centre Activities, PO Box 8921, Coatbridge, ML5 9AG
- Twitter: @TCA_Ltd
- Facebook: Town Centre Activities

How long do I have to make a complaint?

Normally, you must make your complaint within 6 months of:

- The event you want to complaint about (CCTV footage is only held for 31 days)
- Finding out that you have 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 timeline. If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when 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 and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and the immediate action taken to resolve the problem.

We will give you our decision at stage one in five working days or less, unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to stage two. You may choose to do this immediately or sometime after you get our initial decision.

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 require detailed investigation.

When using stage two we will:

- Acknowledge receipt of your complaint within three working days
- Give you a full response to the complaint as soon as possible and within 20 working days.

We may need to discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for. If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What can I do if I am dissatisfied with the decision?

After we have fully investigated, if you are still dissatisfied 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 cannot normally look at:

- A complaint that has not completed our complaints procedure (so please make sure it has 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	SPSO 4 Melville Street Edinburgh EH3 7NS
By post	SPSO Freepost EH641 Edinburgh EH3 0BR
Free phone	0800 377 7330
Website	www.spsso.org.uk
Mobile	site http://m.spsso.org.uk

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance.

Tel: 0131 260 5380	Fax: 0131 260 5381	Website: www.siaa.org.uk
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We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services.

Quick guide to our complaints procedure

Complaints Procedure

You can make your complaint in person, by phone, by social media, by e-mail or in writing. We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. However, if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on progress.



Stage one: frontline resolution

We will always try to resolve your complaint quickly, within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at stage two.



Stage two: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage one. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation. We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman

If you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.