



# **South Lanarkshire Integrated Joint Board complaints procedure**

## **Customer information**

South Lanarkshire Integrated Joint Board values complaints and uses information from them to help make improvements.

If something goes wrong or you are dissatisfied please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you what you can expect from us.

### **What is a complaint?**

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service South Lanarkshire Integration Joint Board's has provided in fulfilling its responsibilities.

### **What can I complain about?**

Issues that are not covered by this definition are likely to be covered by our other Complaints Handling Procedures (CHPs), relating to either our health or social work services.

A complaint may relate to dissatisfaction with:

You can complain about things like:

- delay in responding to your enquiries and requests
- our standard of service
- policy or decisions
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

A complaint is **not**:

- a first time request for services operationally delivered by either party (that is, South Lanarkshire Council or NHS Lanarkshire)
- a request for compensation only
- issues that are in court or have already been heard by a court or a tribunal
- disagreement with a decision where a statutory right of appeal exists
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.

We will not treat these issues as complaints, but will instead direct you to use the appropriate procedures.

### **Who can complain?**

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with South Lanarkshire Joint integration Board. Please also read the section on 'Getting help to make your complaint'.

### **How do I complain?**

You can complain in person at Council Offices, Floor 8, Almada Street, Hamilton ML3 0AA, by phone, in writing or email.

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.

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

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

South Lanarkshire Joint Integration Board  
Council Offices, Almada Street, Hamilton ML3 0AA  
Telephone 01698 453700

Email [customer.services@southlanarkshire.gov.uk](mailto:customer.services@southlanarkshire.gov.uk)

### **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 as close as possible to the point of contact. 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 at Stage 1 in five working days or less, unless there are exceptional circumstances.

If we can't 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 2. You may choose to do this immediately or sometime after you get our initial decision.

#### **Stage two – investigation**

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you 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 will agree revised time limits with you and keep you updated on progress.

### What if I'm still dissatisfied?

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:	By Post
SPSO	SPSO
4 Melville Street	Freepost EH641
Edinburgh	Edinburgh
EH3 7NS	EH3 0BR

Freephone: 0800 377 7330

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

Website: [www.spsso.org.uk](http://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.

Scottish Independent Advocacy Alliance  
Tel: 0131 260 5380 Fax: 0131 260 5381 Website: [www.siaa.org.uk](http://www.siaa.org.uk)

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. If you have trouble putting your complaint in writing please, or want this information in another language or format, such as large font, or Braille, tell us in person, contact us at

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We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).

## Quick guide to our complaints procedure

### Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

### Stage 1: 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 2.

### Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. 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, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have 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.