

# A Guide to Making Complaints

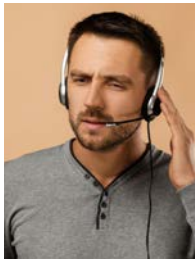


**We aim to provide a good service.**

Dumfries and Galloway Council wants you to tell us what you think.

If you think something has gone wrong, you can tell us. This is a complaint.

We want to make things better for everyone.



## **What is a complaint?**

A complaint is when you tell us you are not happy with a service or a person that is part of the Council.

This could be:

- About something the Council does for you
- If someone from the Council does something wrong
- If something we say we will do does not happen



**If you would like some help understanding this or need it in another format please contact**

**030 33 33 3000**



## How do I make a complaint?



You can talk to a staff member. They will try to help you.

You can talk to us at any of our offices.



You can email us at:

[commentsandcomplaints@dumgal.gov.uk](mailto:commentsandcomplaints@dumgal.gov.uk)



You can phone us on:

**01387 260467**

You can write to us at:

Freepost RTHK-RAGT-KTHT,  
Information Governance Team,  
Council Headquarters,  
English Street,  
Dumfries,  
DG1 2DD



You can visit our website and fill out our online complaints form: <https://www.dumgal.gov.uk/complaints>



British Sign Language (BSL) users can contact us by using [Contact Scotland](#)

John Smith  
24 Newtown Road  
Newton  
NN1 3ZR  
T. 07764 456 123

Please tell us:

- your full name and contact details
- how we can contact you and what time is ok to contact you
- as much as you can about your complaint
- what has gone wrong; and
- what you would like to happen.





## Care Complaints

If your complaint is about a Council care service, you can choose to tell us or the Care Inspectorate.

The Care Inspectorate makes sure people get good care and support in Scotland. It is their job to:



- check places that give people care and support in Scotland.
- make sure care and support is good enough.



You can phone them on:

**0345 600 9527**

You can email them at:

**[concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)**



You can visit their website:

**<http://www.scswis.com/>**

## Getting help to make your complaint



People can help you make a complaint.

You could ask a family member, friend, neighbour, support worker or an advocate.

You can talk to an advocate.

They are people who have nothing to do with the Council.

An advocate can help you tell us what you are unhappy about.

An advocate can help you write letters.

They can come to meetings with you.



You can find an advocate at:



Office F2, Hestan House  
Crichton Business Park  
Bankend Road  
Dumfries  
DG1 4TA



You can email them at:  
[info@dgadvocacy.co.uk](mailto:info@dgadvocacy.co.uk)



You can phone them on:  
**01387 247237**



You can visit their website:  
<https://www.dgadvocacy.co.uk/>



Citizens Advice Bureau:



You can email them at:  
[info@dagcas.org](mailto:info@dagcas.org)



You can phone them on:  
**0300 303 4321**



You can visit their website:  
<https://www.dagcas.org/>

You can also find help at:



For Disability Equality help go to  
DG Voice at **01387 257770**  
or Email [info@dgvoice.co.uk](mailto:info@dgvoice.co.uk)



For Race Equality help go to  
DGMA on **01387 254624**



For LGBT+ support go to  
**0800 020 9653**  
or Email [info@lgbtplus.org.uk](mailto:info@lgbtplus.org.uk)



For LGBT Youth help go to  
**01387 255058**  
or Email [info@lgbtyouth.org.uk](mailto:info@lgbtyouth.org.uk)



**Language Line Solutions**  
provide access to interpreters for more  
than 140 languages over the telephone.  
Call **0800 028 0073**  
(or **0330 123 9418** from a mobile)



## How long do I have to make my complaint?



**6 months**

Normally, you have 6 months to complain.

Sometimes we can accept a complaint after that.

## What will happen when I make a complaint?



We will listen and try to help you.



We will tell the right people so they know what you have to say.



When we have looked at your complaint, we will contact you to say what we have found and what we have done.



## What we will do

### Stage One:



SU	MO	TU	WE	TH	FR	SA
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

We will try to give you an answer within 5 working days.

Our working days are Monday to Friday.

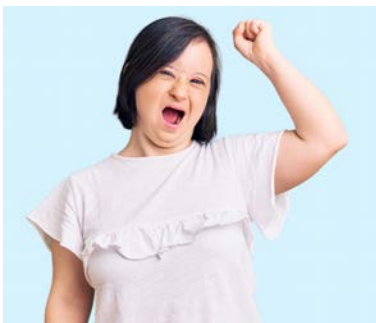
This does not include Saturdays and Sundays or public holidays.

If we cannot answer you within 5 working days, we will tell you.

If you are not happy with our answer, we will tell you what you can do next.

Your complaint will move to Stage Two if:

- We cannot sort it out at Stage One.
- It is a very serious complaint.
- You are not happy with our answer.



## Stage Two:



**3 working  
days**

- We will tell you we have got your complaint within 3 working days.
- We might talk to you to learn more.
- We will ask you what you want to happen.



**20 working  
days**

- We will try to give you a full answer to your complaint within 20 working days.
- If it is going to take longer we will tell you.





## What if I am not happy with the answer?

If you do not agree with our answer after Stage 2 you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.



This is someone who does not work for the Council.



They will find out if we did the right thing when you talked to us.

The SPSO does not look at:



- a complaint that has not been investigated by us.



- things that happened more than a year ago.



- things that are being decided in court.



You can write to them for free:  
**FREEPOST SPSO**



You can phone them:  
**0800 377 7330**



You can contact them online:  
[www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)



You can visit their website:  
[www.spsso.org.uk](http://www.spsso.org.uk)



You can arrange to see them in person.  
You must make an appointment first:



SPSO  
Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS



A special thanks to the Powerful  
Voices Together group for their help  
in putting together our Easy Read  
Complaints Handling Procedure.