



The Complaints Handling Procedure for Govanhill Baths

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Part 1: Introduction and Overview

Foreword

Our Complaints Handling Procedure reflects Govanhill Baths' commitment to valuing complaints. We work within a community and have dealings with participants, customers and people in our community who are affected or engaged in our work. The procedure seeks to resolve dissatisfaction as close as possible to the point of contact and to conduct thorough, impartial and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

This procedure aims to help us 'get it right first time'. We want quicker, simpler and more streamlined complaints handling with local, early responses by capable, well-trained staff.

All staff across the organisation must cover this procedure as part of their induction and must be given refresher training as required, to ensure they are confident in identifying complaints, empowered to resolve simple complaints on the spot, and familiar with how to apply this procedure including recording complaints.

Complaints give us valuable information we can use to improve service provision and participant satisfaction. Our Complaints Handling Procedure will enable us to address a person's dissatisfaction and may help us prevent the same problem from happening again. For our staff, complaints provide a first-hand account of the participants' views and experience, and can highlight problems we may otherwise miss. Handled well, complaints can give a form of redress when things go wrong, and can also help us continuously improve our services.

Handling complaints early creates better relations to people we have contact with. Handling complaints close to the point of service delivery means we can deal with them locally and quickly, so they are less likely to escalate to the next stage of the procedure. Complaints that we do not handle swiftly can greatly add to our workload and are more costly to administer.

The Complaints Handling Procedure will help us do our job better, improve relationships with our customers and enhance public perception of Govanhill Baths]. It will help us keep people at the heart of the process, while enabling us to better understand how to improve our services by learning from complaints.

Structure of the Complaints Handling Procedure

1. This Complaints Handling Procedure (CHP) explains to staff how to handle complaints. The CHP consists of:
 - Overview and structure (part 1) – this document
 - When to use the procedure (**part 2**) – guidance on identifying what is and what is not a complaint, handling complex or unusual complaint circumstances, the interaction of complaints and other processes, and what to do if the CHP does not apply
 - The complaints handling process (**part 3**) – guidance on handling a complaint through stages 1 and 2, and dealing with post-closure contact
 - Governance of the procedure (**part 4**) – staff roles and responsibilities and guidance on recording, reporting, publicising and learning from complaints
 - The customer-facing CHP (**part 5**) – information for customers on how we handle complaints.

Overview of the CHP

2. Anyone can make a complaint, either verbally or in writing, including face-to-face, by phone, letter or email.
3. We will try to resolve complaints to the satisfaction of the person making the complaint wherever this is possible. Where this isn't possible, we will give a clear response to each of their points of complaint. We will always try to respond as quickly as we can (and on the spot where possible).
4. Our complaints procedure has two stages. We expect the majority of complaints will be handled at stage 1. If the person remains dissatisfied after stage 1, they can request that we look at it again, at stage 2. If the complaint is complex enough to require an investigation, we will put the complaint into stage 2 straight away and skip stage 1.

| Stage 1: Frontline response | Stage 2: Investigation | Independent external review |
|---|--|--|
| <p>For issues that are straightforward and simple, requiring little or no investigation</p> <p>'On-the-spot' apology, explanation, or other action to put the matter right</p> <p>Complaint resolved or a response provided in five working days or less (unless there are exceptional circumstances)</p> <p>Complaints addressed by any member of staff, or alternatively referred to the appropriate point for frontline response</p> <p>Response normally face-to-face or by telephone (though sometimes we will need to put the decision in writing)</p> <p>We will explain how to escalate their complaint to stage 2</p> | <p>Where the person is not satisfied with the frontline response, or refuses to engage at the frontline, or where the complaint is complex, serious or 'high-risk'</p> <p>Complaint acknowledged within three working days</p> <p>We will make contact to clarify the points of complaint and outcome sought (where these are already clear, we will confirm them in the acknowledgement)</p> <p>Complaint resolved or a definitive response provided within 20 working days following a thorough investigation of the points raised</p> | <p>Where the person making the complaint is not satisfied with the stage 2 response from the service provider</p> <p>Some complaints may have a route for independent external review.</p> |

5. For detailed guidance on the process, see **Part 3: The complaints handling process.**

Expected behaviours

6. We expect all staff to behave in a professional manner and treat all the people we deal with, with courtesy, respect and dignity. We also ask peoples bringing a complaint to treat our staff with respect. We ask people to engage actively with the complaint handling process by:
 - telling us their key issues of concern and organising any supporting information they want to give us (we understand that some people will require support to do this)
 - working with us to agree the key points of complaint when an investigation is required; and
 - responding to reasonable requests for information.
7. We have a policy in place for when these standards are not met which is our Unacceptable Actions Policy.
8. We recognise that people may act out of character in times of trouble or distress. Sometimes a health condition or a disability can affect how a person expresses themselves. The circumstances leading to a complaint may also result in the customer acting in an unacceptable way.
9. Customers who have a history of challenging or inappropriate actions, or have difficulty expressing themselves, may still have a legitimate grievance, and we will treat all complaints seriously. However, we also recognise that the actions of some customers may result in unreasonable demands on time and resources or unacceptable behaviour towards our staff. We will, therefore, apply our policies and procedures to protect staff from unacceptable actions such as unreasonable persistence, threats or offensive behaviour from customers. Where we decide to restrict access to a customer under the terms of our policy, we have a procedure in place to communicate that decision, notify the customer of their right of appeal, and review any decision to restrict contact with us.
10. If we decide to restrict a person's contact, we will be careful to follow the process set out in our policy and to minimise any restrictions on their access to the complaints process. We will normally continue investigating a complaint even where contact restrictions are in place (for example, limiting communication to letter or to a named staff member). In some cases, it may be possible to continue investigating the complaint without contact. Our policy allows us in limited circumstances to restrict access to the complaint process entirely. This would be as a last resort, should be as limited as possible (for a limited time, or about a limited set of subjects) and requires manager approval.
11. We have **guidance on promoting positive behaviour and managing unacceptable actions**.

Maintaining confidentiality and data protection

12. Confidentiality is important in complaints handling. This includes maintaining the person's confidentiality and confidentiality in relation to information about staff members, contractors or any third parties involved in the complaint.
13. This should not prevent us from being open and transparent, as far as possible, in how we handle complaints. This includes sharing as much information with the complainant (and, where appropriate, any affected staff members) as we can. When sharing information, we should be clear about why the information is being shared and our expectations on how the recipient will use the information.
14. We must always bear in mind legal requirements, for example data protection legislation, as well as internal policies on confidentiality and the use of customer information.
15. Examples of situations where a response to a complaint may be limited by confidentiality, would be:
 - where a complaint has been raised against a staff member and has been upheld – we will advise the customer that their complaint is upheld, but would not share specific details affecting staff members, particularly where disciplinary action is taken.
 - where someone has raised a concern about a child or an adult's safety and is unhappy about how that has been dealt with – we would look into this to check whether the safety concern had been properly dealt with, but we would not share any details of our findings in relation to the safety concern.

Part 2: When to use this procedure

What is a complaint?

16. Govanhill Baths' definition of a complaint is: 'an expression of dissatisfaction by one or more members of the public about Govanhill Baths' action or lack of action, or about the standard of service provided by or on behalf of Govanhill Baths

17. A complaint may relate to the following, but is not restricted to this list:

- failure or refusal to provide a service
- inadequate quality or standard of service, or an unreasonable delay in providing a service
- delays in responding to enquiries or requests
- unfairness, bias or prejudice in service delivery
- lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- dissatisfaction with one of our policies or its impact on the individual
- failure to properly apply law, procedure or guidance when delivering services
- failure to follow the appropriate administrative process
- conduct, treatment by or attitude of a member of staff or contractor (**except** where there are arrangements in place for the contractor to handle the complaint themselves: or
- disagreement with a decision, (**except** where there is a statutory procedure for challenging that decision, or an established appeals process).

18. A complaint **is not**:

- a routine first-time request for a service
- 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 there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process
- a request for information under the Data Protection or Freedom of Information (Scotland) Acts
- a grievance by a staff member or a grievance relating to employment or staff recruitment
- a concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern)

- a concern about a child or an adult's safety
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- abuse or unsubstantiated allegations about our organisation or staff where such actions would be covered by our *Unacceptable Actions Policy*; or
- a concern about the actions or service of a different organisation, where we have no involvement in the issue (**except** where the other organisation is delivering services on our behalf:).

19. We will not treat these issues as complaints, and will instead direct customers to use the appropriate procedures. Some situations can involve a combination of issues, where some are complaints and others are not, and each situation should be assessed on a case-by-case basis.

20. If a matter is not a complaint, or not suitable to be handled under the CHP, we will explain this to the person making the complaint, and tell them what (if any) action we will take, and why.

Who can make a complaint?

21. Anyone who receives, requests, or is affected by our services can make a complaint. This obviously includes users of our services. It also includes a member of the public who could have access to or be affected by our services.
22. We also accept complaints from the representative of a person who is dissatisfied with our service.

Supporting the person making the complaint

23. All members of the community have the right to equal access to our complaints procedure. It is important to recognise the barriers that some customers may face complaining. These may be physical, sensory, communication or language barriers, but can also include their anxieties and concerns. A person may need support to overcome these barriers.
24. We have legal duties to make our complaints service accessible under equalities and mental health legislation. For example:
- the Equality Act (Scotland) 2010 – this gives people with a protected characteristic the right to reasonable adjustments to access our services (such as large print or BSL translations of information); and
 - the Mental Health (Care and Treatment) (Scotland) Act 2003 – this gives anyone with a ‘mental disorder’ (including mental health issues, learning difficulties, dementia and autism) a right to access independent advocacy. This must be delivered by independent organisations that only provide advocacy. They help people to know and understand their rights, make informed decisions and have a voice.
25. Examples of how we will meet our legal duties are: Examples of actions could include:
- proactively checking whether members of the public who contact us require additional support to access our services
 - providing interpretation and/or translation services for British Sign Language users; and
 - helping a person access independent advocacy (the Scottish Independent Advocacy Alliance website has information about local advocacy organisations throughout Scotland).]
26. In addition to our legal duties, we will seek to ensure that we support vulnerable groups in accessing our complaints procedure. Actions that we may take include:
- helping vulnerable people identify when they might wish to make a complaint (for example, by training frontline staff who provide services to vulnerable groups)
 - helping people access independent support or advocacy to help them understand their rights and communicate their complaints (for example, through the Scottish Independent Advocacy Alliance or Citizen’s Advice Scotland); and

- providing a neutral point of contact for complaints (where the relationship between customers and frontline staff is significant and ongoing).

How complaints may be made

27. Complaints may be made verbally or in writing, including face-to-face, by phone, letter or email or using our complaints form.
28. Where a complaint is made **verbally**, we will make a record of the key points of complaint raised.
29. Complaint issues may also be raised on **digital platforms** (including **social media**). Where a complaint issue is raised via a digital channel managed and controlled by [the organisation] (for example an official twitter address or facebook page), we will explain that we do not take complaints on social media, but we will tell the person how they can complain.
30. We may also become aware that an issue has been raised via a digital channel not controlled or managed by us (for example a youtube video or post on a private facebook group). In such cases we **may** respond, where we consider it appropriate, by telling the person how they can complain.
31. We must always be mindful of our data protection obligations when responding to issues online or in a public forum.

Time limit for making complaints

32. The person must raise their complaint within six months of when they first knew of the problem, unless there are special circumstances for considering complaints beyond this time (for example, where a person was not able to complain due to serious illness or recent bereavement).
33. Where they have received a stage 1 response, and wishes to escalate to stage 2, unless there are special circumstances they must request this either:
- within six months of when they first knew of the problem; or
 - within two months of receiving their stage 1 response (if this is later).
34. We will apply these time limits with discretion, taking into account the seriousness of the issue, the availability of relevant records and staff involved, how long ago the events occurred, and the likelihood that an investigation will lead to a practical benefit for the person making the complaint or useful learning for the organisation.

Particular circumstances

Complaints by (or about) a third party

35. Sometimes a person may be unable or reluctant to make a complaint on their own. We will accept complaints from third parties, which may include relatives, friends, advocates and advisers. Where a complaint is made on behalf of another person, we must ensure that they have authorised the person to act on their behalf. It is good practice to ensure they understand their personal information will be shared as part of the complaints handling process (particularly where this includes sensitive personal information). This can include complaints brought by parents on behalf of their child, if the child is considered to have capacity to make decisions for themselves.
36. The provision of a signed mandate from the person will normally be sufficient for us to investigate a complaint. If we consider it is appropriate we can take verbal consent direct from the customer to deal with a third party and would normally follow up in writing to confirm this.
37. In certain circumstances, a person may raise a complaint involving another person's personal data, without receiving consent. The complaint should still be investigated where possible, but the investigation and response may be limited by considerations of confidentiality. The person who submitted the complaint should be made aware of these limitations and the effect this will have on the scope of the response.

Serious, high-risk or high-profile complaints

38. We will take particular care to identify complaints that might be considered serious, high-risk or high-profile, as these may require particular action or raise critical issues that need senior management's direct input. Serious, high-risk or high-profile complaints should normally be handled immediately at stage 2.
39. We define potential high-risk or high-profile complaints as those that may:
- involve a death or terminal illness
 - involve serious service failure, for example major delays in providing, or repeated failures to provide, a service
 - generate significant and ongoing press interest
 - pose a serious risk to our operations
 - present issues of a highly sensitive nature, for example concerning:
 - a particularly vulnerable person; or
 - child protection.

Anonymous complaints

40. We value all complaints, including anonymous complaints, and will take action to consider them further wherever this is appropriate. Generally, we will consider anonymous complaints if there is enough information in the complaint to enable us to

make further enquiries. Any decision not to pursue an anonymous complaint must be authorised by an appropriate manager.

41. If we pursue an anonymous complaint further, we will record it as an anonymous complaint together with any learning from the complaint and action taken.
42. If an anonymous complainant makes serious allegations, these should be dealt with in a timely manner under relevant procedures. This may not be the complaints procedure and could instead be relevant child protection, adult protection or disciplinary procedures.

What if the person does not want to complain?

43. If a person has expressed dissatisfaction in line with our definition of a complaint but does not want to complain, we will explain that complaints offer us the opportunity to improve services where things have gone wrong. We will encourage them to submit their complaint and allow us to handle it through the CHP. This will ensure that they are updated on the action taken and gets a response to their complaint.
44. If they insist that they do not wish to complain, we are not required to progress the complaint under this procedure. However, we should record the complaint as an anonymous complaint (including minimal information about the complaint, without any identifying information) to enable us to track trends and themes in complaints. Where the complaint is serious, or there is evidence of a problem with our services, we should also look into the matter to remedy this (and record any outcome).

Complaints involving more than one area or organisation

45. If a complaint relates to the actions of two or more areas within our organisation, we will tell the person who will take the lead in dealing with the complaint, and explain that they will get only one response covering all issues raised.
46. If a person complains to us about the service of another organisation or public service provider, but we have no involvement in the issue, they should be advised to contact the appropriate organisation directly.
47. If a complaint relates to our service and the service of another organisation or public service provider, and we have a direct interest in the issue, we will handle the complaint through the CHP. If we need to contact an outside body about the complaint, we will be mindful of data protection.

Complaints about contracted services

48. Where we use a contractor to deliver a service on our behalf we recognise that we remain responsible and accountable for ensuring that the services provided meet our standard (including in relation to complaints). We will either do so by:
 - ensuring the contractor complies with this procedure; or
 - ensuring the contractor has their own procedure in place, which fully meets the standards in this procedure.

49. We will confirm that service users are clearly informed of the process and understand how to complain. We will also ensure that there is appropriate provision for information sharing and governance oversight where required.
50. We have discretion to investigate complaints about organisations contracted to deliver services on its behalf even where the procedure has normally been delegated.

Complaints about senior staff or board members

51. Complaints about senior staff can be difficult to handle, as there may be a conflict of interest for the staff investigating the complaint. When serious complaints are raised against senior staff or board members, it is particularly important that the investigation is conducted by an individual who is independent of the situation. We must ensure we have strong governance arrangements in place that set out clear procedures for handling such complaints.
52. We also have arrangements for handling minor complaints against the Trust Manager and for complaints against other senior staff and the governing body. These arrangements take account of the need to ensure that the final decision is fair, objective and impartial.
53. We have discretion to allocate the complaint to a suitably senior member of staff not involved in the complaint, appoint a board member with complaints handling experience or set up a panel of board members to deal with the complaint. However, we may wish to identify another body or appoint an independent arbiter for investigating complaints where a conflict of interest is a concern.

Complaints and other processes

54. Complaints can sometimes be confused (or overlap) with other processes, such as disciplinary or whistleblowing processes. Specific examples and guidance on how to handle these are below.

Complaints and service requests

55. If a person asks us to do something (for example, provide a service or deal with a problem), and this is the first time they has contacted us, this would normally be a routine service request and not a complaint.
56. Service requests can lead to complaints, if the request is not handled promptly or the customer is then dissatisfied with how we provide the service.

Complaints and disciplinary or whistleblowing processes

57. If the issues raised in a complaint overlap with issues raised under a disciplinary or whistleblowing process, we still need to respond to the complaint.
58. Our response must be careful not to share confidential information (such as anything about the whistleblowing or disciplinary procedures, or outcomes for individual staff members). It should focus on whether we failed to meet our expected standards] and what we have done to improve things, in general terms.

59. Staff investigating such complaints will need to take extra care to ensure that:

- we comply with all requirements of the CHP in relation to the complaint (as well as meeting the requirements of the other processes)
- all complaint issues are addressed (sometimes issues can get missed if they are not also relevant to the overlapping process); and
- we keep records of the investigation that can be made available to the investigating body.

Contact from MPs, MSPs or Councillors

Where a matter is being dealt with as a complaint, it must be handled in line with this CHP. We will not operate a 'two-tier' complaint system with preferential treatment for some customers. There must be third party consent provided to allow us to deal with MPs etc.

Complaints and compensation claims

60. Where a person is seeking financial compensation only, this is not a complaint. However, in some cases they may want to complain about the matter leading to their financial claim, and they may seek additional outcomes, such as an apology or an explanation. Where appropriate, we may consider that matter as a complaint, but deal with the financial claim separately. It may be appropriate to extend the timeframes for responding to the complaint, to consider the financial claim first.

Complaints and legal action

61. Where a person says that legal action is being actively pursued, this is not a complaint.

62. Where a person indicates that they are thinking about legal action, but have not yet commenced this, they should be informed that if they take such action, they should notify the complaints handler and that the complaints process, in relation to the matters that will be considered through the legal process, will be closed. Any outstanding complaints must still be addressed through the CHP.

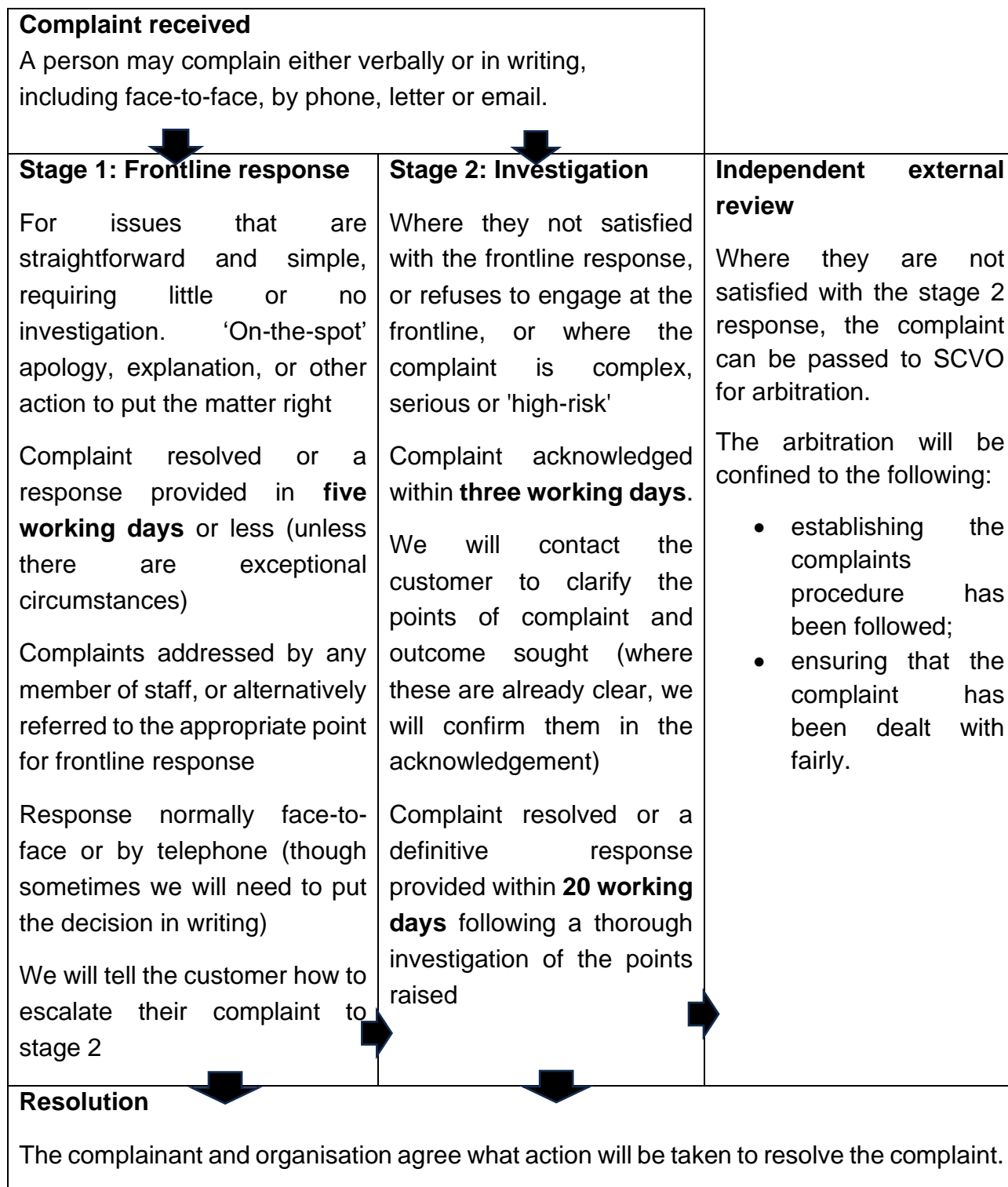
63. If an issue has been, or is being, considered by a court, we must not consider the same issue under the CHP.

What to do if the CHP does not apply

64. If the issue does not meet the definition of a complaint or if it is not appropriate to handle it under this procedure (for example, due to time limits), we will explain to the customer why we have made this decision. We will also tell them what action (if any) we will take (for example, if another procedure applies).
65. Where the person continues to contact us about the same issue, we will explain that we have already given them our final response on the matter. We may also consider whether we need to take action under our unacceptable actions policy.

Part 3: The complaints handling process

1. Our Complaints Handling Procedure (CHP) aims to provide a quick, simple and streamlined process for responding to complaints early and locally by capable, well-trained staff. Where possible, we will **resolve** the complaint to the person's satisfaction. Where this is not possible, we will give them a clear and reasoned response to their complaint.



Where a complaint is resolved, it is not usually necessary to continue investigating, although an organisation may choose to do so, for example to identify learning.

We must signpost them to stage 2 (for stage 1 complaints) or to the SPSO as usual.

Reporting, recording and learning

Action is taken to improve services on the basis of complaint findings, where appropriate.

We record details of all complaints, the outcome and any action taken, and use this data to analyse themes and trends.

Senior management have an active interest in complaints and use complaints data and analysis to improve services.

Learning is shared throughout the organisation.

Resolving the complaint

2. A complaint is **resolved** when both we and the person making the complaint agree what action (if any) will be taken to provide full and final resolution, without making a decision about whether the complaint is upheld or not upheld.
3. We will try to resolve complaints wherever possible, although we accept this will not be possible in all cases.
4. A complaint may be resolved at any point in the complaint handling process, including during the investigation stage. It is particularly important to try to resolve complaints where there is an ongoing relationship with the customer or where the complaint relates to an ongoing issue that may give rise to future complaints if the matter is not fully resolved.
5. It may be helpful to use alternative complaint resolution approaches when trying to resolve a complaint. See **Alternative complaint resolution approaches**.
6. Where a complaint is resolved, we do not normally need to continue looking into it or provide a response on all points of complaint. There must be a clear record of how the complaint was resolved, what action was agreed, and the person's agreement to this as a final outcome. In some cases it may still be appropriate to continue looking into the issue, for example where there is evidence of a wider problem or potential for useful learning. We will use our professional judgment in deciding whether it is appropriate to continue looking into a complaint that is resolved.
7. In all cases, we must record the complaint outcome (resolved) and any action taken, and signpost them to stage 2 (for stage 1 complaints) or to independent external review.

What to do when you receive a complaint

8. Members of staff receiving a complaint should consider four key questions. This will help them to either respond to the complaint quickly (at stage 1) or determine whether the complaint is more suitable for stage 2:

What exactly is the complaint (or complaints)?

9. It is important to be clear about exactly what the person is complaining about. We may need to ask for more information and probe further to get a full understanding.
10. We will need to decide whether the issue can be defined as a complaint and whether there are circumstances that may limit our ability to respond to the complaint (such as the time limit for making complaints, confidentiality, anonymity or the need for consent). We should also consider whether the complaint is serious, high-risk or high-profile.
11. If the matter is not suitable for handling as a complaint, we will explain this to the person. There is detailed guidance on this step in Part 2: When to use this procedure.
12. In most cases, this step will be straightforward. If it is not, the complaint may need to be handled immediately at stage 2 (see **Stage 2: Investigation**).

What does the person want to achieve by complaining?

13. At the outset, we will clarify the outcome that they want. Of course, they may not be clear about this, and we may need to probe further to find out what they expect, and whether they can be satisfied.

Can I achieve this, or explain why not?

14. If a staff member handling a complaint can achieve the expected outcome, for example by providing an on-the-spot apology or explain why they cannot achieve it, they should do so.
15. The person may expect more than we can provide. If so, we will tell them as soon as possible.
16. Complaints which can be resolved or responded to quickly should be managed at stage 1 (see **Stage 1: Frontline response**).

If I cannot respond, who can help?

17. If the complaint is simple and straightforward, but the staff member receiving the complaint cannot deal with it because, for example, they are unfamiliar with the issues or area of service involved, they should pass the complaint to someone who can respond quickly.

18. If it is not a simple and straightforward complaint that can realistically be closed within five working days (or ten, if an extension is appropriate), it should be handled immediately at stage 2. If the person refuses to engage at stage 1, insisting that they want their complaint investigated, it should be handled immediately at stage 2. See **Stage 2: Investigation**.

Stage 1: Frontline response

19. Frontline response aims to respond quickly (within five working days) to straightforward complaints that require little or no investigation.
20. Any member of staff may deal with complaints at this stage (including the staff member complained about, for example with an explanation or apology). The main principle is to respond to complaints at the earliest opportunity and as close to the point of service delivery as possible.
21. We may respond to the complaint by providing an on-the-spot apology where appropriate, or explaining why the issue occurred and, where possible, what will be done to stop this happening again. We may also explain that, as an organisation that values complaints, we may use the information given when we review service standards in the future.
22. Complaints which are not suitable for frontline response should be identified early, and handled immediately at stage 2: investigation.

Notifying staff members involved

23. If the complaint is about the actions of another staff member, the complaint should be shared with them, where possible, before responding (although this should not prevent us responding to the complaint quickly, for example where it is clear that an apology is warranted).

Timelines

24. Frontline response must be completed within **five working days**, although in practice we would often expect to respond to the complaint much sooner. 'Day one' is always the date of receipt of the complaint (or the next working day if the complaint is received on a weekend or public holiday).

Extension to the timeline

25. If a complaint will take more than five working days to look into, it should be handled at stage 2 immediately. The only exception to this is where the complaint is simple and could normally be handled within five working days, but it is not possible to begin immediately (for example, due to the absence of a key staff member). In such cases, the complaint may still be handled at stage 1 if it is clear that it can be handled within the extended timeframe of up to ten working days.
26. If a complaint has not been closed within ten working days, it should be escalated to stage 2 for a final response.
27. **Appendix 1** provides further information on timelines.

Closing the complaint at the frontline response stage

28. If we convey the decision face-to-face or on the telephone, we are not required to write to the person as well (although we may choose to). We must:

- tell them the outcome of the complaint (whether it is resolved, upheld, partially upheld or not upheld)
- explain the reasons for our decision (or the agreed action taken to resolve the complaint (see **Resolving the complaint**)); and
- explain that they can escalate the complaint to stage 2 if they remain dissatisfied and how to do so.

29. We will keep a full and accurate record of the decision given. If we are not able to contact them by phone, or speak to them in person, we will provide a written response to the complaint where an email or postal address is provided, covering the points above.

30. If the complaint is about the actions of a particular staff member/s, we will share with them any part of the complaint response which relates to them, (unless there are compelling reasons not to).

31. The complaint should then be closed and the complaints system updated accordingly.

32. At the earliest opportunity after the closure of the complaint, the staff member handling the complaint should consider whether any learning has been identified. See Part 4: Learning from complaints.

Stage 2: Investigation

33. Not all complaints are suitable for frontline response and not all complaints will be satisfactorily addressed at that stage. Stage 2 is appropriate where:

- the person is dissatisfied with the frontline response or refuses to engage at the frontline stage, insisting they wish their complaint to be investigated. Unless exceptional circumstances apply, they must escalate the complaint within six months of when they first knew of the problem or within two months of the stage 1 response, whichever is later.
- the complaint is not simple and straightforward (for example where the person has raised a number of issues, or where information from several sources is needed before we can establish what happened and/or what should have happened); or
- the complaint relates to serious, high-risk or high-profile issues.

34. An investigation aims to explore the complaint in more depth and establish all the relevant facts. The aim is to resolve the complaint where possible, or to give the customer a full, objective and proportionate response that represents our final position. Wherever possible, complaints should be investigated by someone not involved in the complaint (for example, a line manager or a manager from a different service area).

35. Details of the complaint must be recorded on the complaints system. Where appropriate, this will be done as a continuation of frontline response. If the investigation stage follows a frontline response, the officer responsible for the investigation should have access to all case notes and associated information.

36. The beginning of stage 2 is a good time to consider whether complaint resolution approaches other than investigation may be helpful (see **Alternative complaint resolution approaches**).

Acknowledging the complaint

37. Complaints must be acknowledged within three working days of receipt at stage 2.

38. We must issue the acknowledgement in a format which is accessible to the person, taking into account their preferred method of contact.

39. Where the points of complaint and expected outcomes are clear from the complaint, we must set these out in the acknowledgement and ask the customer to get in touch with us immediately if they disagree. See **Agreeing the points of complaint and outcome sought**.

40. Where the points of complaint and expected outcomes are not clear, we must tell them we will contact them to discuss this.

Agreeing the points of complaint and outcome sought

41. It is important to be clear from the start of stage 2 about the points of complaint to be investigated and what outcome the customer is seeking. We may also need to manage their expectations about the scope of our investigation.
42. Where the points of complaint and outcome sought are clear, we can confirm our understanding of these with them when acknowledging the complaint (see **Acknowledging the complaint**).
43. Where the points of complaint and outcome sought are not clear, we must contact the person to confirm these. We will normally need to speak to them (by phone or face-to-face) to do this effectively. In some cases it may be possible to clarify complaints in writing. The key point is that we need to be sure we and the person have a shared understanding of the complaint. When contacting them we will be respectful of their stated preferred method of contact. We should keep a clear record of any discussion with them.
44. In all cases, we must have a clear shared understanding of:

- **What are the points of complaint to be investigated?**

While the complaint may appear to be clear, agreeing the points of complaint at the outset ensures there is a shared understanding and avoids the complaint changing or confusion arising at a later stage. The points of complaint should be specific enough to direct the investigation, but broad enough to include any multiple and specific points of concern about the same issue.

We will make every effort to agree the points of complaint with them (alternative complaint resolution approaches may be helpful at this stage). In very rare cases, it may not be possible to agree the points of complaint (for example, if the customer insists on an unreasonably large number of complaints being separately investigated, or on framing their complaint in an abusive way). We will manage any such cases in accordance with our *unacceptable actions policy*, bearing in mind that we should continue to investigate the complaint (as we understand it) wherever possible.

- **Is there anything we can't consider under the CHP?**

We must explain if there are any points that are not suitable for handling under the CHP (see [Part 2: What to do if the CHP does not apply](#)).

- **What outcome does the customer want to achieve by complaining?**

Asking what outcome the customer is seeking helps direct the investigation and enables us to focus on resolving the complaint where possible.

- **Are the customer's expectations realistic and achievable?**

It may be that they expect more than we can provide, or has unrealistic expectations about the scope of the investigation. If so, we should make this clear to them as soon as possible.

Notifying staff members involved

45. If the complaint is about the actions of a particular staff member/s, we will notify the staff member/s involved (including where the staff member is not named, but can be identified from the complaint). We will:

- share the complaint information with the staff member/s (unless there are compelling reasons not to)
- advise them how the complaint will be handled, how they will be kept updated and how we will share the complaint response with them
- discuss their willingness to engage with alternative complaint resolution approaches (where applicable); and
- signpost the staff member/s to a contact person who can provide support and information on what to expect from the complaint process (this must not be the person investigating or signing off the complaint response).

46. If it is likely that internal disciplinary processes may be involved, the requirements of that process should also be met. See also Part 2: Complaints and disciplinary or whistleblowing processes.

Investigating the complaint

47. It is important to plan the investigation before beginning. The staff member investigating the complaint should consider what information they have and what they need about:

- what happened? (this could include, for example, records of phone calls or meetings, work requests, recollections of staff members or internal emails)
- what should have happened? (this should include any relevant policies or procedures that apply); and
- is there a difference between what happened and what should have happened, and is *Govanhill Baths* responsible?

48. If we need to share information within or outwith the organisation, we will be mindful of our obligations under data protection legislation. See Part 1: Maintaining confidentiality and data protection.

Alternative complaint resolution approaches

49. Some complex complaints, or complaints where the person making the complaint and other interested parties have become entrenched in their position, may require a different

approach to resolving the matter. Where we think it is appropriate, we may use alternative complaint resolution approaches such as complaint resolution discussions, mediation or conciliation to try to resolve the matter and to reduce the risk of the complaint escalating further. If mediation is attempted, a suitably trained and qualified mediator should be used. Alternative complaint resolution approaches may help both parties to understand what has caused the complaint, and so are more likely to lead to mutually satisfactory solutions.

50. Alternative complaint resolution approaches may be used to resolve the complaint entirely, or to support one part of the process, such as understanding the complaint, or exploring the customer's desired outcome.

Meeting with the customer during the investigation

51. To effectively investigate the complaint, it may be necessary to arrange a meeting with the customer.

52. As a matter of good practice, a written record of the meeting should be completed and provided to the person. Alternatively, and by agreement with the person making the complaint, we may provide a record of the meeting in another format. We will notify the person making the complaint of the timescale within which we expect to provide the record of the meeting.

Timelines

53. The following deadlines are appropriate to cases at the investigation stage (counting day one as the day of receipt, or the next working day if the complaint was received on a weekend or public holiday):

- complaints must be acknowledged within **three working days**
- a full response to the complaint should be provided as soon as possible but not later than **20 working days** from the time the complaint was received for investigation.

Extension to the timeline

54. Not all investigations will be able to meet this deadline. For example, some complaints are so complex that they require careful consideration and detailed investigation beyond the 20 working day timeline. It is important to be realistic and clear with the customer about timeframes, and to advise them early if we think it will not be possible to meet the 20 day timeframe, and why. We should bear in mind that extended delays may have a detrimental effect on the customer.

55. Any extension must be approved by an appropriate manager.

Closing the complaint at the investigation stage

56. The response to the complaint should be in writing (or by the customer's preferred method of contact) and must be signed off by a manager or officer who is empowered to provide the final response on behalf of Govanhill Baths.
57. We will tell the person the outcome of the complaint (whether it is resolved, upheld, partially upheld or not upheld). The quality of the complaint response is very important and in terms of good practice should:
- be clear and easy to understand, written in a way that is person-centred and non-confrontational
 - avoid technical terms, but where these must be used, an explanation of the term should be provided
 - address all the issues raised and demonstrate that each element has been fully and fairly investigated
 - include an apology where things have gone wrong.
 - highlight any area of disagreement and explain why no further action can be taken
 - indicate that a named member of staff is available to clarify any aspect of the letter; and
 - indicate that if they are not satisfied with the outcome of the local process, they may seek independent external review where appropriate.
58. Where a complaint has been **resolved**, the response does not need to provide a decision on all points of complaint, but should instead confirm the resolution agreed.
59. If the complaint is about the actions of a particular staff member/s, we will share with them any part of the complaint response which relates to them, (unless there are compelling reasons not to).
60. We will record the decision, and details of how it was communicated to the customer, on the complaints system.
61. At the earliest opportunity after the closure of the complaint, the staff member handling the complaint should consider whether any learning has been identified. See Part 4: Learning from complaints.

Independent external review

62. Once the investigation stage has been completed, The complainant will be notified that if they remain unhappy with the decision the complaint can be passed to SCVO for arbitration. The arbitration will be confined to the following:
- . establishing the complaints procedure has been followed;
 - a. ensuring that the complaint has been dealt with fairly.

63. The SCVO considers complaints from people who remain dissatisfied at the conclusion of our complaints procedure. The SCVO looks at issues such as service failure and maladministration (administrative fault), and the way we have handled the complaint. It is their role to determine whether an individual complaint is one that they can consider (and to what extent).

Post-closure contact

64. If a person contacts us for clarification when they have received our final response, we may have further discussion with them to clarify our response and answer their questions. However, if the customer is dissatisfied with our response or does not accept our findings, we will explain that we have already given them our final response on the matter and signpost them onwards as appropriate.

Appendix 1 - Timelines

General

1. References to timelines throughout the CHP relate to working days. We do not count non-working days, for example weekends, public holidays and days of industrial action where our service has been interrupted.

Timelines at frontline response (stage 1)

2. We will aim to achieve frontline response within five working days. The date of receipt is **day one**, and the response should be provided (or the complaint escalated) on **day five**, at the latest.
3. If we have extended the timeline at the frontline response stage in line with the CHP, the response should be provided (or the complaint escalated) on **day ten**, at the latest.

Transferring cases from frontline response to investigation

4. If the person wants to escalate the complaint to the investigation stage, the case must be passed for investigation without delay. In practice this will mean on the same day that the person is told this will happen.

Timelines at investigation (stage 2)

5. For complaints at the investigation stage, **day one** is:
 - the day the case is transferred from the frontline stage to the investigation stage
 - the day the person asks for an investigation or expresses dissatisfaction after a decision at the frontline response stage; or
 - the date we receive the complaint, if it is handled immediately at stage 2.
6. We must acknowledge the complaint within three working days of receipt at stage 2 i.e. by **day three**.
7. We should respond in full to the complaint by **day 20**, at the latest. We have 20 working days to investigate the complaint, regardless of any time taken to consider it at the frontline response stage.
8. Exceptionally, we may need longer than the 20 working day limit for a full response. If so, we will explain the reasons, and update them (and any staff involved) at least once every 20 working days.

Appendix 2 – The complaint handling process (flowchart for staff)

| | |
|---|--|
| <p>A person may complain verbally or in writing, including face-to-face, by phone, letter or email.</p> <p>Your first consideration is whether the complaint should be dealt with at stage 1 (frontline response) or stage 2 (investigation).</p> | |
| ↓ | ↓ |
| <p>Stage 1: Frontline response</p> <p>Always try to respond quickly, wherever we can</p> | <p>Stage 2: Investigation</p> <p>Investigate where:</p> <ul style="list-style-type: none"> • The person is dissatisfied with the frontline response or refuses to engage with attempts to handle the complaint at stage 1 • It is clear that the complaint requires investigation from the outset |
| ↓ | ↓ |
| <p>Record the complaint and notify any staff complained about</p> | <p>Record the complaint and notify any staff complained about</p> <p>Acknowledge the complaint within three working days</p> |
| ↓ | ↓ |
| | <p>Contact the complainant to agree:</p> <ul style="list-style-type: none"> • Points of complaint • Outcome sought • Manage expectations (where required) <p><i>(these can be confirmed in the acknowledgement where the complaint is straightforward)</i></p> |
| ↓ | ↓ |
| <p>Respond to the complaint within five working days unless there are exceptional circumstances</p> | <p>Respond to the complaint as soon as possible, but within 20 working days unless there is a clear reason for extending the timescale</p> |
| ↓ | ↓ |
| <p>Is the customer satisfied?</p> <p>You must always tell the person how to escalate to stage 2</p> | <p>Communicate the decision, normally in writing</p> <p>Signpost the customer to SCVO if relevant</p> |
| ↓ | ↓ |

| | |
|--|---|
| <p>(Yes) Record outcome and learning, and close complaint.</p> <p>(No) -> to stage 2</p> | <p>Record outcome and learning, and close complaint</p> |
| <p>Follow up on agreed actions flowing from the complaint</p> <p>Share any learning points</p> | |

Part 4: Governance

Roles and responsibilities

65. All staff will be aware of:

- the Complaints Handling Procedure (CHP)
- how to handle and record complaints at the frontline response stage
- who they can refer a complaint to, in case they are not able to handle the matter
- the need to try and resolve complaints early and as close to the point of service delivery as possible; and
- their clear authority to attempt to resolve any complaints they may be called upon to deal with.

66. Training on this procedure will be part of the induction process for all new staff. Refresher training will be provided for current staff on a regular basis.

67. Senior management will ensure that:

- Govanhill Baths' final position on a complaint investigation is signed off by an appropriate manager or officer in order to provide assurance that this is the definitive response and that the complainant's concerns have been taken seriously
- it maintains overall responsibility and accountability for the management and governance of complaints handling (including complaints about contracted services)
- it has an active role in, and understanding of, the CHP (although not necessarily involved in the decision-making process of complaint handling)
- mechanisms are in place to ensure a consistent approach to the way complaints handling information is managed, monitored, reviewed and reported at all levels in the organisation; and
- complaints information is used to improve services, and this is evident from regular publications.

68. **Governing Board:** As the governing body with responsibility for overseeing our work, our board provides leadership and strategic guidance. It also ensures compliance with our policies and procedures. In relation to complaints, its role is:

- to approve the adoption of the CHP
- to ensure that staff keep to this CHP and associated internal processes (through involvement with senior management or directly)
- to ensure that information and learning from complaints are used to improve our understanding of, and to steer, our policies and practices.

- Board members may take part in handling a complaint as an individual (with experience of complaints handling) or as a panel where deemed to be appropriate by the trust manager and it is agreed with the complainant.

69. Particularly important is the board's role in developing and fostering a culture that values complaints. The board must ensure that recording and reporting of complaints is thorough and effective, so that reports to committee reflect a true picture of all complaints.

70. A board that values complaints will:

- support all staff in handling complaints locally, quickly and effectively, to reduce the potential for a complaint to escalate
- encourage frontline staff to be 'active listeners' and to understand and act on the information they receive
- set out how complaints data will be reported and used to promote continual improvement
- ensure that participants and our community are kept informed about how we have used feedback to improve services.]

71. **Trust Manager:** The trust manager provides leadership and direction in ways that guide and enable us to perform effectively across all services. This includes ensuring that there is an effective CHP, with a robust investigation process that demonstrates how we learn from the complaints we receive. The trust manager may take a personal interest in all or some complaints, or may delegate responsibility for the CHP to senior staff. Regular management reports assure the Trust Manager of the quality of complaints performance.

72. The trust manager is also responsible for ensuring that there are governance and accountability arrangements in place in relation to complaints about contractors. This includes:

- ensuring performance monitoring for complaints is a feature of the service/management agreements between [the organisation] and contractors
- setting clear objectives in relation to this complaints procedure and putting appropriate monitoring systems in place to provide Govanhill Baths with an overview of how the contractor is meeting its objectives.
- The trust manager will decide if a complaint should be handled by an alternative procedure and agree with the complainant what route is most appropriate.

73. **Line managers:** On the trust manager's behalf, line managers will be responsible for:

- managing complaints and the way we learn from them
- overseeing the implementation of actions required as a result of a complaint
- investigating complaints; and

- deputising for the trust manager on occasion
- ensuring all new staff receive training on the CHP as part of the induction process, and that refresher training is provided for current staff on a regular basis.

74. They may also be responsible for preparing and signing off decisions for customers, so they should be satisfied that the investigation is complete and their response addresses all aspects of the complaint. However, line managers may decide to delegate some elements of complaints handling (such as investigations and the drafting of response letters) to other staff. Where this happens, line managers should retain ownership and accountability for the management and reporting of complaints.

75. **Complaints investigator:** The complaints investigator is responsible and accountable for the management of the investigation. They may work in a service delivery team or be in a, in a frontline role and will be involved in the investigation and in coordinating all aspects of the response to the customer. This may include preparing a report, including details of any procedural changes in service delivery and identifying wider opportunities for learning across the organisation.

Recording, reporting, learning from and publicising complaints

76. Complaints provide valuable customer feedback. One of the aims of the CHP is to identify opportunities to improve services across the organisation. By recording and analysing complaints data, we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce service improvements.

Recording complaints

77. It is important to record suitable data to enable us to fully investigate and respond to the complaint, as well as using our complaint information to track themes and trends. As a minimum, we should record:

- the person's name and contact details
- the date the complaint was received
- the nature of the complaint
- the service the complaint refers to
- staff member responsible for handling the complaint
- action taken and outcome at frontline response stage
- date the complaint was closed at the frontline response stage
- date the investigation stage was initiated (if applicable)
- action taken and outcome at investigation stage (if applicable)
- date the complaint was closed at the investigation stage (if applicable); and
- the underlying cause of the complaint and any remedial action taken.

78. If the person does not want to provide any of this information, we will reassure them that it will be managed appropriately, and record what we can.

79. Individual complaint files will be stored in line with our document retention policy. [

Learning from complaints

80. We must have clear systems in place to act on issues identified in complaints. As a minimum, we must:

- seek to identify the root cause of complaints
- take action to reduce the risk of recurrence; and
- systematically review complaints performance reports to improve service delivery.

81. Learning may be identified from individual complaints (regardless of whether the complaint is upheld or not) and from analysis of complaints data.

82. Where we have identified the need for service improvement in response to an individual complaint, we will take appropriate action.

- the action needed to improve services must be authorised by an appropriate line manager
- an officer (or team) should be designated the 'owner' of the issue, with responsibility for ensuring the action is taken
- a target date must be set for the action to be taken
- the designated individual must follow up to ensure that the action is taken within the agreed timescale
- where appropriate, performance in the service area should be monitored to ensure that the issue has been resolved; and
- any learning points should be shared with relevant staff.

83. Senior management will review the information reported on complaints regularly to ensure that any trends or wider issues which may not be obvious from individual complaints are quickly identified and addressed. Where we identify the need for service improvement, we will take appropriate action (as set out above). Where appropriate, performance in the service area should be monitored to ensure that the issue has been resolved.

Reporting of complaints

84. We have a process for the internal reporting of complaints information, including analysis of complaints trends. Regularly reporting the analysis of complaints information helps to inform management of where services need to improve.

85. We will report at least **quarterly** to the board on:

- performance statistics, in line with the complaints performance indicators published by SPSO

analysis of the trends and outcomes of complaints (this should include highlighting where there are areas where few or no complaints are received, which may indicate either good practice or that there are barriers to complaining in that area).

Govanhill Baths is committed to providing high-quality services to member sof our community.

We value complaints and use information from them to help us improve our services.

1. If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us.

Part 5: Complaints Procedure

What is a complaint?

2. We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

3. You can complain about things like:
 - failure or refusal to provide a service
 - inadequate quality or standard of service, or an unreasonable delay in providing a service
 - delays in responding to enquiries or requests
 - unfairness, bias or prejudice in service delivery
 - lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
 - dissatisfaction with one of our policies or its impact on the individual
 - failure to properly apply law, procedure or guidance when delivering services
 - failure to follow the appropriate administrative process
 - conduct, treatment by or attitude of a member of staff or contractor (**except** where there are arrangements in place for the contractor to handle the complaint themselves); or
 - disagreement with a decision, (**except** where there is a statutory procedure for challenging that decision, or an established appeals process).
4. Your complaint may involve more than one service or be about someone working on our behalf.

What can't I complain about?

5. There are some things we can't deal with through our complaints handling procedure. These include:
 - a routine first-time request for a service
 - a request for compensation only

- issues that are in court or have already been heard by a court or a tribunal (if you decide to take legal action, you should let us know as the complaint cannot then be considered under this process)
 - disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector
 - a request for information under the Data Protection or Freedom of Information (Scotland) Acts
 - a grievance by a staff member or a grievance relating to employment or staff recruitment
 - a concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern)
 - a concern about a child or an adult's safety
 - an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
 - abuse or unsubstantiated allegations about our organisation or staff where such actions would be covered by our *Unacceptable Actions Policy*; or
 - a concern about the actions or service of a different organisation, where we have no involvement in the issue (**except** where the other organisation is delivering services on our behalf).
6. If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who can complain?

7. Anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate or adviser). If you are making a complaint on someone else's behalf, you will normally need their written consent. Please also read the section on **Getting help to make your complaint** below.

How do I complain?

8. You can complain in person at any of our premises, by phone, in writing, by email or via our complaints form.
9. It is easier for us to address complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve the issue.
10. When complaining, please tell us:
- your full name and contact details

- as much as you can about the complaint
- what has gone wrong; and
- what outcome you are seeking.

Our contact details

Govanhill Baths Community Trust
126 Calder Street,
G42 7QP
Glasgow
UK

Email: info@govanhillbaths.com

Telephone: 0141 433 2999

How long do I have to make a complaint?

11. 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.

12. 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.

What happens when I have complained?

13. We will always tell you who is dealing with your complaint. Our complaints procedure has two stages.

Stage 1: Frontline response

14. We aim to respond to complaints quickly (where possible, when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or immediate action to resolve the problem.

15. We will give you our decision at stage 1 in five working days or less, unless there are exceptional circumstances.

16. If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to stage 2. You must normally ask us to consider your complaint at stage 2 either:

- within six months of the event you want to complain about or finding out that you have a reason to complain; or

- within two months of receiving your stage 1 response (if this is later).

17. In exceptional circumstances, we may be able to accept a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

Stage 2: Investigation

18. Stage 2 deals with two types of complaint: where the customer remains dissatisfied after stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at stage 1, you can ask us to handle it at stage 2 instead.

19. When using stage 2:

- we will acknowledge receipt of your complaint within three working days
- we will confirm our understanding of the complaint we will investigate and what outcome you are looking for
- we will try to resolve your complaint where we can (in some cases we may suggest using an alternative complaint resolution approach, such as mediation); and
- where we cannot resolve your complaint, we will give you a full response as soon as possible, normally within 20 working days.

20. If our investigation will take longer than 20 working days, we will tell you. We will tell you our revised time limits and keep you updated on progress.

What if I'm still dissatisfied?

21. After we have given you our final decision, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask SCVO (Scottish Council for Voluntary Organisations) to look at it. Contact details will be provided where relevant. The SCVO are an independent organisation that supports voluntary organisations. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support).

22. You can ask the SCVO to look at your complaint if:

- you have gone all the way through Govanhill Baths' complaints handling procedure;
- it is less than 12 months after you became aware of the matter you want to complain about; and
- the matter has not been (and is not being) considered in court.

23. The consideration will be confined to the following:

- establishing the complaints procedure has been followed;
- ensuring that the complaint has been dealt with fairly.

Getting help to make your complaint

24. 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.

25. You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance:

Scottish Independent Advocacy Alliance

Tel: 0131 510 9410 Website: www.siaa.org.uk

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26. You can find out about advisers in your area through Citizens Advice Scotland:

Citizens Advice Scotland

Website: www.cas.org.uk or check your phone book for your local citizens advice bureau.

27. 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 you access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, such as large font, or Braille, please tell us in person, contact us on 01414332999 or email us at info@govanhillbaths.com.

Our contact details

28. Please contact us by the following means:

Govanhill Baths Community Trust
126 Calder Street,
G42 7QP
Glasgow

Email: info@govanhillbaths.com

Telephone: 0141 433 2999

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