

how to complain

A GUIDE FOR YOUNG PEOPLE

*Have your
say!*



HAPPY TO TRANSLATE



the **MORAY** council

www.moray.gov.uk

The Moray Council provides many different services. We hope that the services we provide work as well as possible. You may feel our service sometimes is not very good or that you have not been listened to properly or understood. You have the right to tell us about this and it is important that you do.

What should you do if you are unhappy with one of the services?

- ▶ If you are unhappy and would like to make a complaint, you should speak to a member of staff.
- ▶ Tell him or her your problem. If you need help doing this, ask a friend or adult that you can trust to help you.
- ▶ You can also contact the 'Who Cares' Worker or the 'Children's and Young People's Rights Worker', using the phone numbers at the end of this leaflet. They are both independent of the Moray Council and would be glad to help.
- ▶ A member of staff will try to sort out your problem straight away.
- ▶ Most problems should be sorted out at this point.
- ▶ If you still want to complain see next page.

Stage One

- ▶ If you are unhappy with how the member of staff handled your complaint, you can complain to a person called the Complaints Officer.
- ▶ Contact the Complaints Officer using the address at the end of this leaflet.
- ▶ We will let you know within 2 working days that we have got your letter.
- ▶ In some cases we will contact you to make sure we understand your complaint properly.
- ▶ You will be told how your complaint will be investigated.
- ▶ You can ask to have someone with you if you are asked about your complaint or be represented by someone you choose.
- ▶ We will give you a reply to your complaint by letter, within 20 working days – if this is not possible, we will ask for your agreement to take some more time.

Stage Two

- ▶ If you are not happy with the reply you received, contact the Chief Executive within 3 months of receiving your response.
- ▶ Your complaint will be looked at again and investigated by someone who is not involved in the matter you are complaining about.
- ▶ You will get a reply from the Chief Executive within 20 working days.

This complaints procedure does not affect your rights under statutory formal appeals procedures that govern school placements, benefit appeals, social work appeals, etc.

To request this information in an alternative format eg. large print, Braille, audio, computer disk or suitable language, please contact The Equal Opportunities Officer on 01343 563321.

The Ombudsman

As a last resort, a complaint can be submitted by you to the Scottish Public Services Ombudsman. The Ombudsman should be notified about the complaint within 12 months of you making the initial complaint to the member of staff. The Ombudsman may carry out an independent inquiry into the conduct of the Council in relation to your complaint or grievance. If this is so, you will receive a written report on the Ombudsman's findings.

If you have any queries please contact the
Complaints Officer,
The Moray Council,
Council Office, High Street, Elgin, Moray, IV30 1BX.
Telephone 01343 563003
Email complaints@moray.gov.uk

Scottish Public Services Ombudsman,
4 Melville Street, Edinburgh EH3 7NS
Tel: 0800 377 7330
e-mail ask@spsso.org.uk

Complaints Against Councillors can only be accepted in writing and sent directly to:
The Office of the Chief Investigating Officer,
The Standards Commission for Scotland,
Forsyth House, Innova Campus, Rosyth Europarc,
Rosyth, KY11 2UU.
Tel: 01383 428033
e-mail: investigations@standardscommission.org.uk

If you would like help to speak to people about your complaint even before you make it official please contact:
Children and Young People's Rights Worker in Moray
(CHILDREN 1st) ~ Highfield House Annexe, Northfield Terrace, Elgin, IV30 1NE.
Telephone 0800 169 4394

Who Cares? Scotland Young Persons Worker for Moray
Telephone 07738 486695

They will be able to give you advice and help or pass you onto someone who can.