

Our Guide to Complaints

Our contact details Please contact us:

in person at one of the Moray Council Access Point: The Annexe, High Street, Elgin, IV30 1BX

by post: Complaints Officer Moray Council, High Street, Elgin, IV30 1BX

by telephone: 01343 543451

by email: complaints@moray.gov.uk

or online: www.moray.gov.uk/complaints

Moray Council is committed to providing high-quality customer services. We value complaints and use information from them to improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us.

What is a complaint?

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

How do I complain?

You can complain by email, in writing, in person at any Access Point, or by phone. It's usually easier for us to resolve complaints if you make them quickly and directly to the service concerned. Please talk to a member of our staff at the service you are complaining about. They will try to resolve the problem on the spot.

When complaining, tell us:

- your full name and address
- how we can contact you
- as much as you can about the complaint
- what you expect to see happen as a result of your complaint

How long do I have to make a complaint?

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

- the event, or
- finding out that you have a reason to complain, or
- we may accept a complaint after the time limit, in exceptional circumstances.

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What happens when I complain?

Our complaints procedure has two stages:

1. Frontline Resolution We will give you our decision within five working days, unless there are exceptional circumstances. If we can't resolve your complaint at this stage, or you are still dissatisfied, it will be escalated to an investigation.

2. Investigation When investigating we will:

- tell you who is dealing with your complaint
- acknowledge receipt of your complaint within 3 working days
- 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 advise you of the revised time limits.

What if I'm still dissatisfied?

After we have fully investigated your complaint, 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 the Council's complaints procedure
- 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 at:

SPSO, Bridgeside House,
99 McDonald Road,
Edinburgh
EH7 4NS

by post: Freepost SPSO

by freephone: 0800 377 7330

or online: 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

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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**:

by telephone: 0131 5109410

by email: enquiry@siaa.org.uk

or online: 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 or tell us in person.

Complaints against Councillors

Any complaint about the conduct of a Councillor should be sent in writing to:

Head of Governance, Strategy and Performance
Moray Council, High Street, Elgin, IV30 1BX

or contact:

Standard Commission for Scotland, Room T2,21,
Scottish Parliament, Edinburgh EH99 1SP
0131 3486666

by email: investigations@ethicalstandards.org.uk

Alternative Languages & Formats

If you need information from Moray Council in a different language or format, such as Braille, audio tape or large print.