

Making a Complaint: Customer Guidance

East Ayrshire Leisure Trust values the views of all our customers. We know that our staff always try to deliver the best service possible to our customers and communities, but we recognise that occasionally things can go wrong.

Responding to complaints, alongside positive comments and suggestions, is an important and integral part of our business development and supports our ethos of striving for continuous improvement. All comments, and responses to complaints, are logged centrally and categorised to allow us to identify any recurring issues or patterns which may need to be addressed.

A summary of complaints is presented quarterly to our Management Team as part of our Organisational Learning Process and annually to our Board of Trustees.

How do I complain?

It is easier for us to address complaints if you make them directly to the service concerned, so please talk to a member of our staff at the service you are complaining about and they can try to resolve the issue.

When complaining, please tell us:

- your full name and contact details
- as much as you can about the complaint
- what has gone wrong
- what outcome you are seeking

You can complain in the following ways:

- complete our online form: [here](#)
- email us at info@eastayrshireleisure.com
- write to us at:
East Ayrshire Leisure Trust Headquarters
Dower House
Dean Castle Country Park
Kilmarnock
East Ayrshire
KA3 1XB

What happens when I have complained?

Our complaints procedure has two stages.

Stage 1: Frontline response

We aim to respond to complaints quickly and whenever possible this will be 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 taken to resolve the problem.

We will aim to give you our decision at stage 1 in five working days or less, although it may take up to ten days if the issue has to be passed to another member of the team.

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:

Stage 2: Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at 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.

You should receive an acknowledgement of your complaint **within 3 working days** and you will be given a decision as soon as possible. This should be after no more than **20 working days**, unless there is a good reason for needing more time. If this is the case, you will be informed.

You will be given one point of contact during the Investigation stage and responses will be signed off by senior management.

When can I complain?

You can complain within the following timeframe:

- 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).

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.

What if I'm still dissatisfied?

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 are an independent organisation that investigates complaints. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support).

You can ask the SPSO to look at your complaint if:

- you have completed East Ayrshire Leisure Trust's 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

The SPSO will ask you to complete an online complaint form and provide a copy of our final response to your complaint. If you would like to visit in person, you must make an appointment first:

SPSO

Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

Freephone: 0800 377 7330

Freepost address: FREEPOST SPSO