



Tay Road Bridge

TAY ROAD BRIDGE JOINT BOARD

Complaints Procedure

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1. Introduction

The Tay Road Bridge Joint Board is committed to providing a high quality customer service.

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

If something goes wrong or you are dissatisfied with our service, please tell us. This procedure describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

2. What is a complaint?

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.

3. What can I complain about?

You can complain about things like:-

- Delays in responding to your enquiries and requests
- Our standard of service
- Tay Road Bridge Joint Board policy
- Treatment by or attitude of a member of staff
- Our failure to follow proper procedure

Your complaint may involve the Tay Road Bridge Joint Board or be about someone working on our behalf.

4. What can't I complain about?

There are some things we can't deal with through our complaints handling procedure. These include:-

- A routine first time request for information
- Requests for compensation from the Board

5. Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section "Getting help to make your complaint".

6. How do I complain?

You can complain in person at our office, by phone, in writing, email or via our web site <http://www.tayroadbridge.co.uk/contact.php>

It is usually easier for us to resolve complaints if you make them quickly and directly. So please talk to a member of our staff and they can try to resolve any problems on the spot.

When complaining, tell us:

- Your full name and address
- As much as you can about the complaint
- What has gone wrong
- How you want us to resolve the matter

7. How long do I have to make a complaint?

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, but no longer than 12 months after the event itself.

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?

8. What happens when I have complained?

We will always tell you who is dealing with your complaint.

Our complaints procedure has two stages:

Stage One: **Frontline Resolution**

We aim to resolve complaints quickly. This could mean an on-the-spot apology and Explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will give you our decision at Stage 1 in 5 working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

Stage Two: Investigation

Stage 2 deals with two types of complaint: these that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- Acknowledge receipt of your complaint within three 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 tell you. We will agree revised time limits with you and keep you updated on progress.

9. What if I am still dissatisfied?

After we have fully investigated, 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 our complaints procedure (so please make sure it has done so before contacting the SPSO)
- 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.

10. Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints for 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 consent to complain for you.

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

Scottish Independent Advocacy Alliance

Tel: 0130 2620 5380 Fax: 0131 260 5381 website: 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 members of the public access and use our service. If you have trouble putting your complaint in writing, or want this information in another language or format or large font or Braille, tell us in person, contact us on Tel. 01382 221881 or email us at enquiries@tayroadbridge.co.uk.

11. Our Contact Details

Please contact us by the following means:-

By post or in person:

Tay Road Bridge Joint Board
Bridge Office
Marine Parade
Dundee
DD1 3JB

By telephone: 01382 433044

By email: enquiries@tayroadbridge.co.uk

Via our website: <http://www.tayroadbridge.co.uk/contact.php>

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

You can contact the SPSO:-

In person: SPSO
4 Melville Street
Edinburgh
EH3 7NS

Tay Road Bridge Joint Board
Complaints Procedure

By post: SPSO
Freepost
Edinburgh
EH3 0BR

By telephone: Freephone 0800 377 7330

Online contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

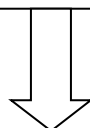
Mobile site: <http://m.spsso.org.uk>

Quick Guide to our Complaints Procedure

Complaints Procedure

You can make your complaint in person, by phone, by email or in writing.

We have a **two stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

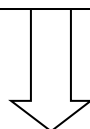


Stage 1: Frontline resolution

We will always try to resolve your complaint quickly,

Within **five working days if we can**.

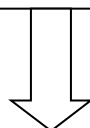
If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We will also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.