



## COMPLAINTS POLICY

### DOCUMENT VERSION CONTROL

Date	Author	Version	Status	Reason for Change
	SEStran	1.0	FINAL	Policy Adopted
Oct 2017	SEStran	1.1	FINAL	Adoption of version control

## **INTRODUCTION**

The South-East of Scotland Transport Partnership (SEStran) takes complaints very seriously. Complaints not only help us to investigate and put right anything which a complainant feels we have done wrong, but are also an extremely useful form of feedback to help us to improve services for our stakeholders and users of our services.

As well as welcoming complaints we are delighted to receive commendations, which confirm our achievement of the high standards which we aim to provide.

## **OBJECTIVES**

We aim for our complaints procedure:

- to be open, easily accessible, well publicised and available in other formats if required
- to be simple to use and understand
- to be confidential
- to give a quick response to complainants
- to be informative about the progress and outcome of a complaint
- to be comprehensive and deal with all issues raised
- to give an effective reply and an appropriate solution when a complaint is upheld
- to be fair and even-handed to everyone who makes a complaint.

## **HOW TO COMPLAIN**

Generally, complaints should be made to:

The Partnership Director  
SEStran  
Area 3D (Bridge)  
Victoria Quay  
Edinburgh  
EH6 6QQ

Telephone: 0131 524 5150  
E-mail: [info@sestran.gov.uk](mailto:info@sestran.gov.uk)  
Website: [www.sestran.gov.uk](http://www.sestran.gov.uk)

However, if your complaint is *about* the SEStran Partnership Director, please address your complaint in confidence to:

Gavin King  
Secretary to SESTRAN  
Democracy, Governance and Resilience Senior Manager  
Strategy & Communication Division  
The City of Edinburgh Council  
Waverley Court 2.1  
Edinburgh  
EH8 8BG

Telephone 0131 529 4239

E-mail [gavin.king@edinburgh.gov.uk](mailto:gavin.king@edinburgh.gov.uk)

## **HOW WE WILL DEAL WITH YOUR COMPLAINT**

- We will send you an acknowledgement within two working days of receipt of your complaint.
- We will try to send you a full reply within 20 working days of receipt of the complaint
- If it is not possible to complete the investigation within 20 working days we will tell you the likely timescale and the reason for the delay.

If you are still dissatisfied after we have told you about the outcome of your complaint, you can ask for your complaint and our answer to be reviewed by the Chair of SEStran. He will give you his decision within a further 20 working days.

## **IF YOU ARE NOT SATISFIED**

If you are still dissatisfied after hearing the Chair's decision, you have a legal right in certain circumstances to refer the matter to the Scottish Public Services Ombudsman. Normally for the Ombudsman to become involved, the complaint would have to be about:

- an administrative failure by SEStran,
- failure by SEStran to provide a service, or
- failure in a service provided.

The service provided by the Ombudsman is free and independent. Details can be obtained from:

The Scottish Public Services Ombudsman  
Freepost SPSO (this is all you need to write on the envelope, and you don't need to use a stamp)

Telephone: 0800 377 7330

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

## **RECORDING AND MONITORING COMPLAINTS**

All complaints received by SEStran will be recorded and kept on file. From time to time a report on complaints received and how they were dealt with will be considered by the SESTRAN Partnership Board.

## **REVIEW**

This policy will be reviewed annually, to take account of developments within SESTRAN and legislative requirements.

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Website: [www.sestran.gov.uk](http://www.sestran.gov.uk)