

WHAT TO DO IF YOU WANT TO MAKE A COMPLAINT

OUR COMPLAINTS HANDLING PROCEDURE

Tyne & Esk CLLD is committed to providing a good quality service. We recognise that we may sometimes get things wrong or make mistakes. To deal with this we have drawn up this complaints procedure.

WE WILL DEAL WITH YOUR COMPLAINT

We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So please let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

HOW TO COMPLAIN

Step 1: Contact us

- The first step is to talk to a member of Tyne & Esk CLLD staff. This can be done quite informally, either in person or by telephone.
- Our staff will try to resolve the problem on the spot if we can. If we can't do this (because, for example, the information we need is not to hand) then we will take a record of your concern and arrange the best time and way for us to get back to you. This will normally be within five working days, or we will make some other arrangement acceptable to you.
- If your complaint is in relation to how your application to Tyne & Esk CLLD was dealt with please use our **Appeals Procedure**

Step 2: Taking your complaint further

- We hope you will only feel the need to make a formal complaint as a last resort and that you will give the person dealing with the matter first a chance to put things right.

- However, if you are still unhappy, the next step is to put your complaint in writing to the Chair of Tyne & Esk CLLD Local Action Group (LAG), setting out the details, explaining what you think went wrong and what you feel would put things right.
- If you are not happy about writing a letter, you can ask a member of staff to take notes of your complaint. You should make sure you agree with what they have recorded and that they provide you with your own copy for reference. This record will be passed promptly to the Chair of the LAG to deal with.
- Once the Chair receives a written complaint, he/she will arrange for it to be fully investigated by the member of staff or a sub group of the LAG where the complaint is about the staff. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within twenty one working days unless the matter is very complicated, for example where others need to be contacted. Should this be the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Step 3: The next stage

- If you are not satisfied with the Chair/staff member's investigation you can take your complaint to the Tyne & Esk LAG Members/Observers who have not been involved in the relevant decision making will be asked to investigate your complaint.
- If you decide to do this, all materials relating to your complaint and to the Chair/staff member's investigation will be sent to the Coordinator of the sub group. He/she will let you know, normally within seven working days, that they have received your complaint and tell you when to expect a full response from them.

Step 4: The final stage

- If you are still not satisfied with the decision of the Sub Group, you will be invited to raise your complaint with East Lothian Council (the Lead Partner for Tyne & Esk CLLD).