



## WHAT TO DO IF YOU WANT TO MAKE A COMPLAINT

### OUR COMPLAINTS HANDLING PROCEDURE

Tyne Esk LEADER 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 do 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 LEADER staff. This can be done quite informally, either in person or by telephone.
- Usually, the best staff member to talk to is the person who dealt with your initial enquiry, as they will be in the best position to help you quickly and to put things right.
- If they are not available, or you would prefer to approach someone else, please ask to speak to the Co-ordinator or another member of staff
- We 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 LEADER 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 complain to the person dealing with the matter first to give them 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 LEADER Local Action Group, 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 to deal with.
- Once the Chair receives a written complaint, he/she will arrange for it to be fully investigated by the Co-ordinator or other member of staff where the complaint is about the Co-ordinator.
- 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, such as where others need to be contacted. Where this is 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/Co-ordinator's investigation you can take your complaint to the Tyne Esk LEADER Local Action Group (LAG). 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/Co-ordinator's investigation will be sent to the co-ordinator 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 Midlothian Council (the Accountable Body for Tyne Esk LEADER).

### **OUR CONTACT DETAILS ARE:**

Tyne Esk LEADER, Fairfield House, Midlothian Council, 8 Lothian Road, Dalkeith, EH22 3AA. 0131 270 6764. [Info@tyneesk.co.uk](mailto:Info@tyneesk.co.uk).