

South West of Scotland Transport Partnership

Complaints Policy

Introduction

South West of Scotland Transport Partnership (SWestrans) 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:

Lead Officer, SWestrans
Militia House, English Street
Dumfries DG1 2HR
Telephone: 01387 260103
E-mail: swestrans@dumgal.gov.uk
Website: www.swestrans.org.uk

However, if your complaint is about the SWestrans Lead Officer, please address your complaint in confidence to

Claire Rogerson
Secretary, SWestrans
c/o Dumfries and Galloway Council
English Street
Dumfries DG1 2DD
Telephone: 01387 260024
E-mail: claire.rogerson@dumgal.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 Chairman of SWestrans. 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 Chairman'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 SWestrans,
- failure by SWestrans 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 (EH641), Edinburgh EH3 0BR
Telephone: 0800 377 7330 or 0131 225 5300
Website: www.spsso.org.uk

Recording and monitoring complaints

All complaints received by SWestrans 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 SWestrans Partnership Board.

SWestrans, Militia House, English Street, Dumfries, DG1 2HR
Telephone: 01387 260372 E-mail: swestrans@dumgal.org.uk
Website: www.swestrans.org.uk