

Independent Living Fund Scotland (ILF Scotland) Complaints Handling Procedure

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ILF Scotland Limited is a company limited by guarantee registered in Scotland | Company Number SC500075.
Registered office St Andrews House, Edinburgh, EH1 3DG

ILF Scotland is committed to providing high-quality customer services.

1. We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet 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
- failure to provide a service
- our standard of service
- treatment by or attitude of a member of staff, and
- our failure to follow proper procedure.

Your complaint may involve more than one service 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:

- requests for compensation from external organisations,
- matters that are the concern of local authorities or other organisations, and
- legal proceedings or judgements.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

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 on 'Getting help to make your complaint'.

6. How do I complain?

You can complain in person at our offices, by phone, in writing or by email to Enquiries@ilf.scot

It is easier for us to resolve complaints if you make them quickly and directly to ILF Scotland. So please talk to a member of our ILF Scotland staff who will 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, and
- 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 and whenever possible within the area that provided the service. 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 five 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.

Stage two – Investigation

Stage 2 deals with two types of complaint: those 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,
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for, and
- give you a full response to the complaint as soon as possible and within 20 working days.

We will tell you if our investigation will take longer than 20 working days. We will agree revised time limits with you and keep you updated on progress.

9. What if I'm still not satisfied?

After we have fully investigated, if you are still not satisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO), if you live in Scotland, or the Northern Ireland Ombudsman (NIO) to look at it.

The SPSO/NIO **cannot** normally look at:

- a complaint that has not been through our ILF Scotland complaints procedure (so please make sure it has done so before contacting the SPSO/NIO),
- events that happened, or that you became aware of, more than a year ago, and
- a matter that has been or is being considered in court

10. Getting help to make your complaint

We understand that there may be reasons why you are unable, or reluctant, to make a complaint yourself. We accept complaints from 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 your consent to complain for you.

Quick Summary of our Complaints Procedure

Complaints Procedure

You can make your complaint in person, by phone, by e-mail 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 **5 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 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/Northern Ireland/ 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/ or NIO to consider it. We will tell you how to do this when we send you our final decision.

Contact us

Telephone: **0300 200 2022**

Monday, Tuesday, Thursday 9.00am–4.30pm
Wednesday 10.30am–4.30pm
Friday 9.00am–4.00pm

Email: **enquiries@ilf.scot**

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