

COMPLAINTS PROCEDURE

Clyde Gateway tries to provide the highest standard of customer service at all times.

But we recognise things do go wrong on occasion, in which case our customers may wish to complain. We have developed a procedure to ensure all complaints are dealt with consistently, efficiently and in a timely manner.

How to contact us

You can let us know of your complaint:

In person - at our offices at The Olympia, 2-16 Orr Street, Glasgow G40 2QH

By letter - Clyde Gateway, The Olympia, 2-16 Orr Street, Glasgow G40 2QH

By phone - 0141 276 1573

By email – gatewayenquiries@clydegateway.com

Who to contact

You should try to contact the person at Clyde Gateway who you normally deal with.

If your complaint is related to a different area or function separate from that handled by the person you normally deal with, then you will be referred to someone else in Clyde Gateway. If this is the case you will be told who this person is and their role within Clyde Gateway.

If your complaint relates to the person you normally deal with, it will be handled by the Senior Manager of that area or function.

If your complaint relates to a Senior Manager, it will be handled by an Executive Director.

If your complaint relates to an Executive Director, it will be handled by the Chief Executive.

If your complaint relates to the Chief Executive, it will be handled by the Chairman of Clyde Gateway.

Our response

Once we have received your information, we will try to find out what happened, by investigating our own records. This may involve interviewing some of our staff, and in this case the time it takes to complete the process may vary

We will then confirm to you in writing our understanding of your complaint. We may ask you for further information at this point.

We know that people do not normally make a complaint lightly, but we are obliged to consider whether our records do or do not support your complaint. We shall then communicate our response, which will be aimed at settling the matter with you

If our response upholds your complaint

We shall offer redress in the form of a formal apology and, where appropriate, arrange compensation. In making such a response, we will consider the level of financial loss you

have incurred as well as the material distress and/or material inconvenience that you may have suffered.

If our response does not uphold your complaint

We will provide you with a clear and reasoned explanation as to why we were unable to agree that the complaint was justified.

Timings

Day 1: the day we receive your complaint.

Day 1-2: We will aim to satisfy you with an answer within 24 hours.

If you are satisfied by the close of business on day 2 no further action will be taken.

If we are unable to satisfy you and draw the matter to a close by the time our offices close on day 2, then by

Day 5

We will contact you in writing, setting out our understanding of your complaint and advising you who is dealing with it.

Then by

Week 4

We will contact you in writing EITHER detailing the final agreed outcome and to settle the complaint.

Or, if we cannot give you satisfaction, then the Chief Executive will take the responsibility of managing your complaint, giving reasons for the delay and advising when we shall next contact you.

Then by

Week 8

If we have been unable to resolve the matter by the end of week 8, we shall continue to work towards a mutually acceptable solution.

Still not satisfied?

At this stage, if you are feeling dissatisfied with our response, you may seek the assistance of the Scottish Public Services Ombudsman (SPSO) (www.spsso.org.uk)

Clyde Gateway is obliged to co-operate with the SPSO and will provide all details and documents as requested by them. Clyde Gateway will comply with the SPSO ruling.