



Guide to Making a Complaint



SSERC is committed to providing high-quality customer services.

Please let us know if something goes wrong or you are dissatisfied with our product or services. This document 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.

What is a complaint?

At SSERC, we consider ourselves working in partnership with those who use our products and services. If a product or service user is dissatisfied, we always hope to resolve the situation through open discussion. Should we be unable to resolve the situation in this manner, please use our formal complaints procedure.

What can I complain about?

You can complain about things like:

- a failure to provide a service
- an inadequate quality or standard of service
- our disciplinary process
- a request for a service or for information which we have not actioned or answered
- our policies
- incorrect information about our programmes or our services
- the quality and availability of facilities and learning resources
- accessibility of our buildings or services
- the behaviour of a member of staff or contractor
- a delegate's behaviour
- treatment by, or attitude of, a member of staff or contractor
- disagreement with a decision where you cannot use another procedure (such as an appeal) to resolve the matter
- our failure to follow the proper administrative process.

Your complaint may involve more than one SSERC service or be about someone working on our behalf, such as a contractor.

What can't I complain about?

We can't deal with some things through our complaints handling procedure. These include:

- a routine first-time request for a service
- a request for information or an explanation of policy or practice
- a disagreement with an assessment judgement
- a claim for compensation against SSERC
- issues that are in court or have already been heard by a court or tribunal
- disagreement with a decision where a right of appeal exists, for example, the assessment appeals process
- a request for information under the Data Protection or Freedom of Information Acts
- a grievance by a member of staff
- an attempt to have us reopen or reconsider a complaint we have concluded or given our final decision on.

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

Who can complain?

Anyone can complain to us, including the representative, about someone being dissatisfied with our service. Please also read the 'Getting help to make your complaint' section.

How do I complain?

You can complain in person, by phone, in writing, by email, or by using our online complaints form at [Complaint Form](#).

It is easier for us to resolve complaints if you make them quickly and directly to SSERC.

When complaining, tell us:

- your full name and address and email address if you have one
- as much as you can about the nature of the complaint
- what has gone wrong
- how do you want us to resolve the matter?

How long do I have to make a complaint?

Usually, you must make your complaint:

- within six months of the event, you want to complain about or
- within six months of finding out that you have a reason to complain, as long as this is no longer than 12 months after the event.

In exceptional circumstances, we may be able to accept a complaint after this time limit. If you feel the time limit should not apply to your complaint, please tell us why.

Contact details

Complaints should be sent to -
The Chief Executive Officer
SSERC
1-3 Pitreavie Court
Dunfermline
KY11 8UU

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 close to where we provide the service. This could mean an on-the-spot apology, an explanation if something has 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. You may choose to do this immediately or shortly after our initial decision.

Stage two - investigation

Stage 2 deals with two types of complaints: 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
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a complete 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 on revised time limits with you and update you on progress.

Getting help to make your complaint

We understand that you may be unable or reluctant to make a complaint yourself. We accept complaints from the representative of someone dissatisfied with our service. We can take complaints from a friend, relative, or an advocate if you have given them your consent to complain on your behalf.

We are committed to making our services accessible to everyone. In line with our statutory equality duties, we will always make reasonable adjustments to help customers access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, such as large font or Braille, please tell us in person, email us at enquiries@sserc.scot

Our contact details

Please get in touch with us by using one of the following methods.

The **Chief** Executive Officer
SSERC
1-3 Pitreavie Court
Dunfermline
KY11 8UU

Phone: 01383 626070