



Tay Road Bridge

TAY ROAD BRIDGE JOINT BOARD

Complaints Procedure

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1. Introduction

The Tay Road Bridge Joint Board is committed to providing a high quality customer service.

We value complaints and use information from them to help us improve our service procedures.

If something goes wrong or you are dissatisfied with our service, please tell us. This procedure 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
- Our standard of service
- Tay Road Bridge Joint Board policy
- Treatment by or attitude of a member of staff
- Our failure to follow proper procedure

Your complaint may involve the Tay Road Bridge Joint Board 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:-

- A routine first time request for information
- Requests for compensation from the Board

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 "Getting help to make your complaint".

6. How do I complain?

You can complain in person at our office, by phone, in writing, email or via our web site <http://www.tayroadbridge.co.uk/contact.php>

It is usually easier for us to resolve complaints if you make them quickly and directly. So please talk to a member of our staff and they can 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
- 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. 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 5 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 sometime after you get our initial decision.

Stage Two: Investigation

Stage 2 deals with two types of complaint: these 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 full response to the complaint as soon as possible and within 20 working days.

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

9. What if I am still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO), visit www.spsso.org.uk or Tel. 0800 377 7330) to look at it.

The SPSO **cannot** normally look at:

- A complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
- Events that happened, or that you became aware of, more than a year ago
- A matter that has been or is being considered in court.

10. Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints for 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 consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance.

Scottish Independent Advocacy Alliance

Tel: 0131 524 1975 website: www.siaa.org.uk

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties we will always ensure that reasonable adjustments are made to help members of the public access and use our service. If you have trouble putting your complaint in writing, or want this information in another language or format or large font or Braille, tell us in person, contact us on Tel. 01382 221881 or email us at enquiries@tayroadbridge.co.uk.

11. Our Contact Details

Please contact us by the following means:-

By post or in person:

Tay Road Bridge Joint Board
Bridge Office
Marine Parade
Dundee
DD1 3JB

By telephone: 01382 433044

By email: enquiries@tayroadbridge.co.uk

Via our website: <http://www.tayroadbridge.co.uk/contact.php>

We can also give you this procedure in other languages and formats (such as large print and Braille)

Privacy Statement for the Complaint Handling Procedure

Who we are:

The Tay Road Bridge Joint Board's head office is located at Marine Parade, Dundee DD1 3JB and you can contact our Data Protection Officer by post at this address, by email at enquiries@tayroadbridge.co.uk or by telephone on 01382 433044 if you need any further information.

Why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us record, investigate and respond to your complaint, and also for quality control purposes. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Legal basis for using your information:

We provide these complaint handling services to you as part of our statutory function. You can find more details of our role on our website at <https://www.tayroadbridge.co.uk>

Processing your personal information is:

- a) Necessary for the performance of a task carried out in the public interest by the Tay Road Bridge Joint Board. The complaints service is provided in terms of the Tay Road Bridge Joint Board's in terms of the model Complaints Handling Procedure for Local Authorities in Scotland as developed by the Scottish Public Services Ombudsman
- b) Necessary for compliance with a legal obligation to which the Tay Road Bridge Joint Board is subject i.e. the provision of a complaints procedure

If you do not provide us with the information we have asked for then we will not be able to provide this service to you.

Who do we share your information with?

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

In relation to complaints, your details will be accessed by Tay Road Bridge Joint Board staff who need to do so in order to provide this service. The Tay Road Bridge Joint Board will not share your personal data with anyone who is not involved in dealing with your complaint or in ensuring that all complaints are dealt with in accordance with our procedures and good practice. We will share your data with the office of the Scottish Public Services Ombudsman if you ask them to carry out an independent review of your complaint, as required by the SPSO Act 2002. You can see a copy of their privacy statement at <https://www.spsso.org.uk/privacy-notice-and-disclaimer>

How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need.

The Tay Road Bridge Joint Board will hold information on complaints for five years from the date the complaint is recorded as closed. This will allow us to ensure information is retained in case the complaint is escalated and to ensure that any action agreed as a result of the complaint is followed up.

We also send surveys to people who have made complaints to measure their satisfaction with the process and we will use your data to contact you to give you the opportunity to complete such a survey. If you do not wish to be contacted for this purpose, please let us know.

Your rights under data protection law:

- **access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- **deletion of your information** – you have the right to ask us to delete personal information about you where:
 - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained
 - II. we are using that information with your consent and you have withdrawn your consent – see *Withdrawing consent to using your information* below
 - III. you have a genuine objection to our use of your personal information – see *Objecting to how we may use your information* below
 - IV. our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Withdrawing consent to use your information – Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us as stated above if you wish to exercise any of these rights.

Information you have given us about other people:

If you have provided anyone else's details when making your complaint, please make sure that you have told them that you have given their information to the Tay Road Bridge Joint Board. We will only use this information to record, investigate and respond to the complaint and for quality control purposes. If they want any more information on how we will use their information they can visit our

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web site at <https://www.tayroadbridge.co.uk/privacy-statement> or email
enquiries@tayroadbridge.co.uk

Complaints:

We aim to directly resolve all complaints about how we handle personal information. However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted:

by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

by phone on: 0303 123 1113 (local rate) or 01625 545 745.

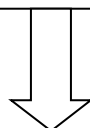
Visit their website for more information at- <https://ico.org.uk/concerns>

Quick Guide to our Complaints Procedure

Complaints Procedure

You can make your complaint in person, by phone, by email 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.

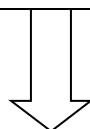


Stage 1: Frontline resolution

We will always try to resolve your complaint quickly,

Within **five working days if we can**.

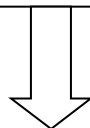
If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We will 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 Public Services 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 to consider it.

We will tell you how to do this when we send you our final decision.