



Granton Information Centre (GIC) Complaints Procedure

This procedure relates to complaints about the service a client has received from Granton Information Centre (GIC).

Your right to complain

You have a right to complain if you have approached GIC for help but are left feeling unhappy with our service, for example:

- Perhaps you had to wait for longer than you feel acceptable
- You felt let down as there was little we could do to help you
- You felt that you were not treated with respect or courtesy
- You think our advice didn't help
- You think our advice was wrong

We want to learn from our mistakes, and you can help us do this by letting us know when you feel we are getting it wrong. Ongoing improvement of the service is reliant on us being aware of any areas which require change.

We aim to deliver a first-class service at all times, but if you feel we have failed or let you down in any way then please let us know. Depending on the reason for your complaint we may be able to address your issue informally by discussion and explanation. If not, you can choose to use a more formal process.

We will always treat your complaint confidentially, seriously and within an appropriate time frame.

What can you do?

It is important to let us know if you are unhappy and give us the opportunity to put things right. Ask to speak to a GIC Manager; if they are available, they might be able to sort out the problem straight away. If they are not available, an appointment will be made for you to speak to them.

Making a formal complaint on your own behalf or on behalf of someone else

There are several ways to make a complaint:

- In writing by email (info@gic.org.uk) or by letter (134-138 West Granton Road, Edinburgh, EH5 1PE) for the attention of the GIC Manager or GIC Chairperson
- Call Granton Information Centre and ask to speak to a GIC Manager (0131 551 2459 / 0131 552 0458)
- Request a complaints form from GIC in person, by email (info@gic.org.uk), by letter (134-138 West Granton Road, Edinburgh, EH5 1PE), or by phone (0131 551 2459 / 0131 552 0458)

Detailed notes of any calls relating to a complaint will be taken. If you call to make a complaint you may be asked to put your complaint in writing.

GIC will assess who the best person to handle your complaint is and ask them to deal with it.

Your complaint will be investigated by a GIC Manager under the direction of the GIC Chairperson if appropriate.

If your complaint is upheld, you will receive a full apology and details of any actions taken to put things right.

GIC will aim to respond in full to your complaint within 10 weeks. However, if the issue is complicated, any delay will be explained, and you will be kept informed of progress.

Review of your complaint

Whatever you're complaining about, you can request a review if you're not happy with the complaint outcome.

The review will be conducted under the direction of the GIC's Management Committee. If you're still dissatisfied, you can ask for your complaint to be looked at by an independent

adjudicator (to be agreed). If you want to progress to this stage, you must do so within 4 weeks of receiving the outcome of the review.

If you complain about how we have used your personal information

The Information Commissioner's Office (ICO) is the UK's independent body set up to uphold information rights. It is a non-departmental public body that reports directly to the UK Parliament.

The ICO will only step in once GIC has had the opportunity to investigate matters, so please contact GIC in the first instance. If you are unhappy with the complaint outcome you can then ask the ICO to review your complaint:

Website: www.ico.org.uk

Email: Scotland@ico.org.uk

Telephone: 0303 123 1113