**Glenmore Lodge Complaints Handling Procedure**

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Glenmore Lodge is Scotland’s national outdoor training centre, aiming to offer world class training in outdoor adventure sports and encourage more people to enjoy the outdoors more often.

Glenmore Lodge is committed to providing high-quality customer services.

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 page describes our complaints procedure and how to make a complaint.  It also tells you about how we will handle your complaint and what you can expect from us.

**What can I complain about?**

You can complain about things like:

* failure or refusal to provide a service provided or on behalf of Glenmore Lodge;
* inadequate quality or standard of service, or an unreasonable delay in providing a service provided or on behalf of Glenmore Lodge;
* dissatisfaction with one of our policies or its impact;
* failure to properly apply law, procedure or guidance when delivering services;
* failure to follow the appropriate administrative process;
* conduct, treatment by or attitude of a member of staff or contractor (**except** where there are arrangements in place for the contractor to handle the complaint themselves); or
* disagreement with a decision, (**except**where there is a statutory procedure for challenging that decision, or an established appeals process in place

This list does not cover everything.

Your complaint may involve more than one organisation/service or be about someone working on our behalf.

**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 a service;
* a request for compensation only;
* issues that are in court or have already been heard by a court or a tribunal (if you decide to take legal action, you should let us know as the complaint cannot then be considered under this process);
* disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector;
* a request for information under the Data Protection or Freedom of Information (Scotland) Acts;
* a grievance by a staff member or a grievance relating to employment or staff recruitment;
* a concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern);
* a concern about a child or an adult’s safety;
* an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision;
* a concern about the actions or service of a different organisation, where we have no involvement in the issue (**except** where the other organisation is delivering services on our behalf);
* a concern which is not related to **Glenmore Lodge** (please refer to the [sportscotland complaints procedure](https://sportscotland.org.uk/complaints) instead);
* expressions of personal opinion about our facilities or services, which do not relate to a specific complaint or issue;
* concerns from third parties, unrelated to their use of centre services or refusal or such services.

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

**Who can complain?**

Anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate or adviser).  If you are making a complaint on someone else’s behalf, you will normally need their written consent.  Please also read the section on **Getting help to make your complaint.**

**How do I complain?**

You can complain by:

* **Phone:** 01479 861 256
* **Email:** enquiries@glenmorelodge.org.uk
* **Post:** Glenmore Lodge, Aviemore, PH22 1QZ

It is easier for us to address complaints if you make them quickly and directly to **Glenmore Lodge.** If you wish to make a complaint in-person, please speak to any member of our team who will be happy to help.

Please note, if you complain directly to sportscotland, they may forward the complaint to Glenmore Lodge if it relates to us. Likewise, we may forward your complaint on to the official sportscotland’s complaints team in certain circumstances.

To view the sportscotland’s complaints policy, please click the following link:

[Complaints - sportscotland the national agency for sport in Scotland](https://sportscotland.org.uk/complaints)

**Glenmore Lodge** requires that for all complaints to be assessed, a written account of the complaint is necessary and should be contained within the email or Complaints Form. When complaining, please tell us:

* your full name and contact details
* as much as you can about the complaint including copies of any relevantdocuments
* what has gone wrong; and
* what outcome you are seeking.

**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.

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.

**What happens when I have complained?**

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages.

**Stage 1: Frontline response**

We aim to respond to complaints quickly (where possible, when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or 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 you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to stage 2.  You must normally ask us to consider your complaint at stage 2 either:

* within six months of the event you want to complain about or finding out that you have a reason to complain; or
* within two months of receiving your stage 1 response (if this is later).

In exceptional circumstances, we may be able to accept a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

**Stage 2: Investigation**

Stage 2 deals with two types of complaint: where the customer remains dissatisfied after stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at stage 1, you can ask us to handle it at stage 2 instead.

When using stage 2:

* we will acknowledge receipt of your complaint within three working days;
* where appropriate, we will 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.

In some circumstances, we will hand the investigation over to the official **sport**scotland complaints team. You will be officially notified of this procedure. Please note, the decision to involve the official complaints team is final and not subject to review.

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

Please note: Stage 2 cannot be used for complaints related to issues raised third parties (such as neighbours) about issues unrelated to their use of centre services or refusal or such services or requests for services (such as asking for more courses, facilities, or equipment). These types of issues either fall outside the scope of our complaints handling process or relate to decisions made through regular planning and operational processes, rather than matters of service failure or dissatisfaction. We are unable to investigate these complaints further as they do not reflect a breakdown in service or a matter that can be resolved through formal investigation.

For such instances, any outcome provided at Stage 1 will be considered final. Any concerns will be recorded as feedback for future consideration, even though no further investigation will take place.

**What if I’m still dissatisfied?**

After we have given you our final decision, 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) to look at it.

The SPSO are an independent organisation that investigates complaints.  They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support).

You can ask the SPSO to look at your complaint if:

* you have gone all the way through the **Glenmore Lodge/sportscotland** complaints handling procedure
* it is less than 12 months after you became aware of the matter you want to complain about; and
* the matter has not been (and is not being) considered in court.

The SPSO will ask you to complete a complaint form and provide a copy of our final response to your complaint.  You can [do this online](https://www.spso.org.uk/complain/form) or call them on Freephone 0800 377 7330.

You may wish to get independent support or advocacy to help you progress your complaint.  See the section on **Getting help to make your complaint** below.

The SPSO’s contact details are:

SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

(if you would like to visit in person, you must make an appointment first)

Their freepost address is:

FREEPOST SPSO

Freephone: 0800 377 7330

[Online contact](https://www.spso.org.uk/contact-us)

[Website](https://www.spso.org.uk/)

**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 a person who is dissatisfied with the service provided or on behalf of **Glenmore Lodge**. We can take complaints from a friend, relative, or an advocate, if you have given them your written consent to complain about you.

We recognise that there may be circumstances where you feel more comfortable raising your concerns directly with **sport**scotland rather than with **Glenmore Lodge**. If you feel unable to voice your complaint with **Glenmore Lodge**, please do not hesitate to contact **sport**scotland directly with your complaint.

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

**Scottish Independent Advocacy Alliance**

Tel: 0131 510 9410  [Website](https://www.siaa.org.uk/)

You can find out about advisers in your area through Citizens Advice Scotland:

**Citizens Advice Scotland**

[Website](https://www.cas.org.uk/) or check your phone book for your local citizens advice bureau.

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 you 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 email us at

**Our contact details**

Please contact us by the following means:

**Phone:** 01479 861 256

**Email:** enquiries@glenmorelodge.org.uk

**Post:** Glenmore Lodge, Aviemore, PH22 1QZ

**Unacceptable Behaviour or Communication**

Please be advised that any communication with **Glenmore Lodge** in relation to your complaint must not breach the terms of our Unacceptable Behaviour Policy. To view this policy, please click the following link:

[Unacceptable Behaviour Policy (sportscotland.org.uk)](https://sportscotland.org.uk/freedom-of-information/foidocuments/unacceptable-behaviour-policy/)

We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).