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Listening & Learning  
North Ayrshire Council  
Chief Executive Office  
FREEPOST SCO162  
Cunninghame House  
IRVINE

### Equal Opportunities Monitoring

You do not need to answer the following questions but by doing so you will provide information that will enable us to develop a statistical profile of the comments we receive. The information gathered will be retained in the strictest confidence and will only be used to provide anonymous data for reporting.

Please tick the appropriate box for each of the following questions:

Sex: Male  Female

Age: Under 16  16-24  25-34  35-44  45-54  55-64  65 +

Do you consider yourself to be a disabled person? Yes  No

Do you feel we have discriminated against you? Yes  No

What is your ethnic group? White  Mixed  Asian  Black

Other ethnic background: .....

If you ask, we can give you a copy of this leaflet in other formats and in other languages.

本文件也可應要求，製成其他語文或特大字體版本，也可製成錄音帶。

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਕਰਾਂ ਵਿਚ ਅਤੇ ਸ਼ਰੀਰ ਦੇ ਖੇਤਰ ਵਿਚ ਸਹੂਲਤਾਂ ਵਾਲੇ ਢੰਗ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ।

درخواست پر دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

No Zipsyenbe Kibanda, Informasjale ya mroga bya udagepukona ni Inyich jeyinachi orea formatashu.

**Customer Comments Form**

Name: ..... Tel No: .....

Address: .....

..... Postcode: .....

Please tick the appropriate box: Complaint  Suggestion  Compliment  Request for a service

Details of Complaint/Suggestion/Compliment: (If a complaint please state clearly why you are dissatisfied and what you want us to do about it.) \_\_\_\_\_

Vertical lines for writing details of complaint/suggestion/compliment.

I would like a written response:- Yes / No (Delete as appropriate)  
If you would like your complaint and the response copied to one or more of the local Councillors for your Ward, please specify the name(s) of the Councillors.

Name of Councillor: .....  
Name of Councillor: .....  
Name of Councillor: .....

Signature: ..... Date: .....

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**Further Advice**

Some complaints will need to be handled differently for legal and other reasons. We will inform you when this applies.

We hope that we can resolve your complaint, but if you are still unhappy, you have the right to complain to the following bodies, whose services are free and independent:

**Scottish Public Services Ombudsman**

Tel: 0800 377 7330  
Email: ask@spsso.org.uk  
www.spsso.org.uk

Some restrictions normally apply:

- you must first have exhausted the Council's complaints process;
- you must make your complaint to the SPSO within 12 months of becoming aware of the matter.

**Social Services complaints**

If you are still unhappy after the Council's complaints process has been completed you can ask the Council to refer the matter to the Independent Social Work Complaints Review Committee. You should do this within 28 days.

**Care Commission** (complaints about provision of care)

Tel: 0845 603 0890  
www.carecommission.com

**North Ayrshire Citizens Advice Service** can provide you with help in making a complaint. Please phone your local office:

- Irvine 01294 278051
- Isle of Arran 01770 600210
- Kilbirnie 01505 682830
- Largs 01475 673586
- Saltcoats 01294 467848

If you wish any further information on the Council's Listening & Learning Scheme, please phone:

**Tel: 0845 603 0590**  
or visit our website: **www.north-ayrshire.gov.uk**