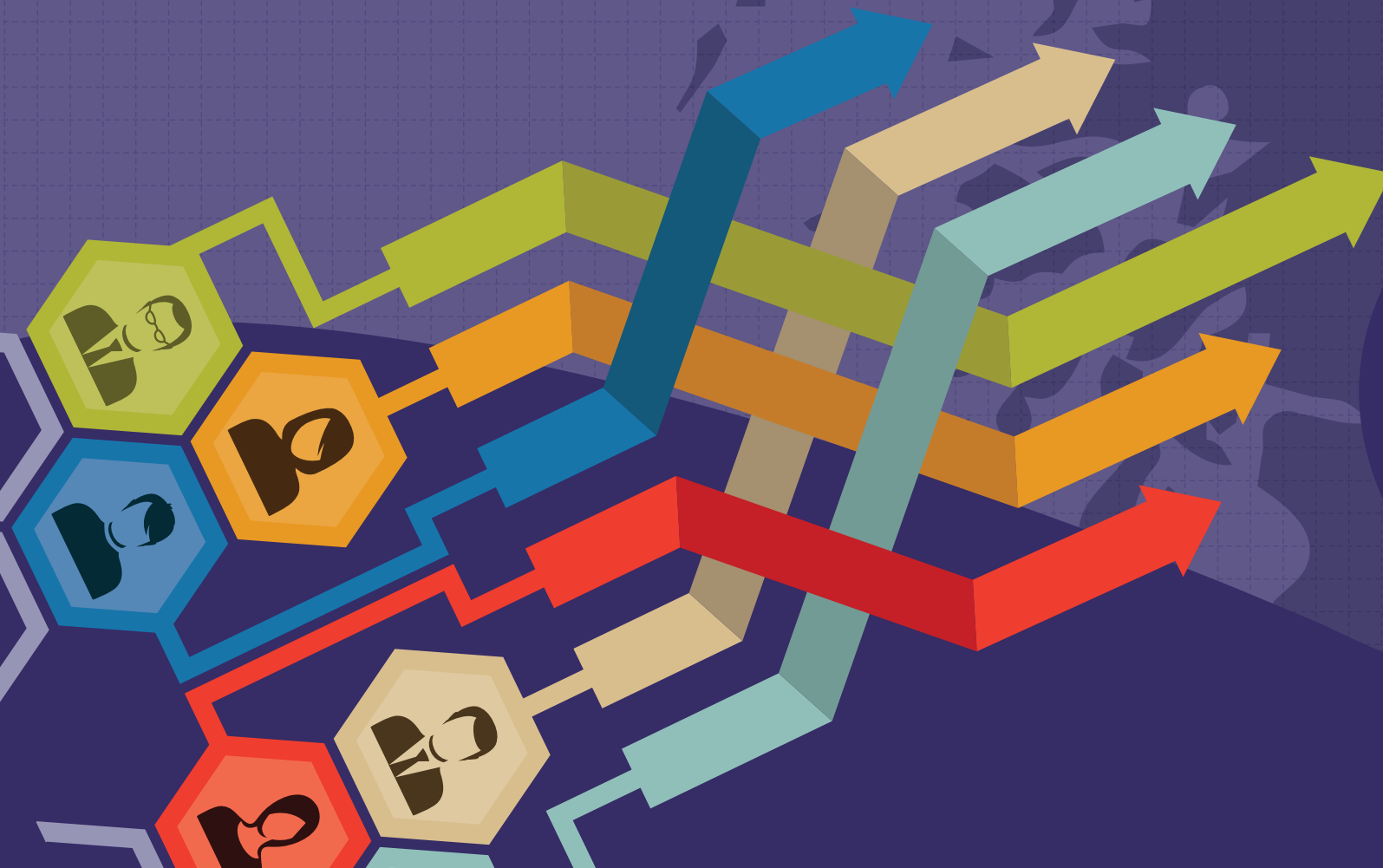


# Modhan gus Dèiligeadh ri Gearanan – Stiùireadh don Mhòr-shluagh

## Complaints Handling Procedure – A Guide for the Public



Foillsichte:  
Sultain 2016  
Issued:  
September  
2016



## Na modhan gus dèiligeadh ri gearanan aig Bòrd na Gàidhlig

Tha e na amas do Bhòrd na Gàidhlig seirbheisean sàr mhath a libhrigeadh.

**BIDH SINN A' CUR DIÙ ANN AN GEARANAN AGUS NÌ SINN FEUM DEN FHIOSRACHADH A GHEIBH SINN BHO GHEARANAN GUS PISEACH A THOIRT AIR AR SEIRBHEISEAN.**

Ma thèid dad ceàrr no ma tha sibh mì-riaraichte le ar seirbheisean, feuch gun inns sibh dhuinn. Tha an stiùireadh seo a' mìneachadh ar modhan gus dèiligeadh ri gearanan agus mar a nì sibh gearan. Tha e cuideachd ag innse dhuibh mu na h-ìrean seirbheis againn agus dè bu chòir dhuibh a bhith sùileachadh bhuainn.

## Bòrd na Gàidhlig complaints procedure

Bòrd na Gàidhlig is committed to providing high-quality 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 guide 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.

## DÈ TH' ANN AN GEARAN?

Tha sinn a' smaoinichadh gur e gearan a th' ann nuair a nì cuideigin follaiseach dhuinn nach eil iad riarachta le rud(an) a rinn sinn no nach do rinn sinn, no le ìre na seirbheis a thug sinn seachad no a thugadh seachad às ar leth.

## CÒ MU DHEIDHINN A DH'FHAODAS MI GEARAN?

Faodaidh sibh gearan a dhèanamh air rudan mar:

- dàil ann a bhith dèiligeadh ri ur ceistean no iarrtasan
- nuair nach tugadh seirbheis seachad mar bu chòir
- ìre ar seirbheisean
- ar poileasaidhean
- mar a dhèilig neach-obrach ribh no an dòigh a bh' aca
- mar nach do lean sinn na modhan-obrach ceart.

Faodaidh an gearan agaibh a bhith buntainn ri barrachd air aon seirbheis no a bhith mu dheidhinn cuideigin a tha ag obair às ar leth.

## 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.

## WHAT CAN I COMPLAIN ABOUT?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

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

## DÈ NA RUDAN MU NACH FHAOD MI GEARAN?

Tha cuid a rudan ann ris nach urrainn dhuinn dèiligadh tro ar modhan gus dèiligadh ri gearanan. Nam measg tha:

- nuair a gheibhear iarrtas àbhaisteach airson seirbheis ùr airson a' chiad uair, me: *Tha neach/buidheann mì-thoilichte nach bi am Bòrd a' tabhann sheirbheisean eadar-theangachaidh.*
- iarrtasan airson dìoladh
- cùisean far a bheil còraichean agaibh ath-thagradh a dhèanamh, me: *Tha neach/buidheann mì-thoilichte leis an dòigh san deach dèiligadh ri fiosrachadh fo Shaorsa an Fhiosrachaidh.*

Ma ghabhas modhan eile no còraichean air ath-thagraidhean a chleachdadh gus fuasgladh fhaighinn air a' ghearan agaibh, innsidh sinn dhuibh agus bheir sinn fiosrachadh is comhairle dhuibh.

## CÒ DH'FHAODAS GEARAN A DHÈANAMH?

Faodaidh neach sam bith gearan a dhèanamh rinn, a' gabhail a-steach neach a tha a' riochdachadh cuideigin eile nach eil riarachta le ar seirbheisean. Feuch gun leugh sibh an earrainn, 'A' factainn cuideachadh gus gearan a dhèanamh'.

## 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, e.g.: *An individual/organisation is unhappy that the Bòrd will not provide translations services.*
- requests for compensation
- things that are covered by a right of appeal. e.g.: *An individual/organisation is unhappy with the way in which an FOI request was dealt with.*

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 can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

## CIAMAR A NÌ MI GEARAN?

Faodaidh sibh gearan a dhèanamh aghaidh ri aghaidh nar n-oifisean ann an Inbhir Nis, air a' fòn, ann an sgrìobhadh, no le post-d.

Tha e nas fhasa dhuinn fuasgladh fhaighinn air gearan ma nì sibh e cho luath 's a thig a' chùis an àirde, agus gu dìreach ris an roinn mu bheil sibh a' gearan. Mar sin, bruidhnibh sa chiad dol a-mach ri neach-obrach bhon roinn mu bheil sibh a' gearan, gus am bi cothrom aca fuasgladh fhaighinn dhuibh sa bhad.

Nuair a nì sibh gearan, innsibh na leanas dhuinn:

- an t-ainm slàn is seòladh agaibh
- nas urrainn dhuibh mun ghearan
- dè chaidh cèrr
- dè am fuasgladh a tha sibh a' sireadh air a' chùis.

## HOW DO I COMPLAIN?

You can complain in person at our Inverness office by phone, in writing, or via email.

It is easier for us to resolve complaints if you make them quickly and directly to the department concerned as soon as you become aware of the issue. So please talk to a member of staff within the department you are complaining about in the first instance so that 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.

## DÈ CHO FAD 'S A TH' AGAM GUS GEARAN A DHÈANAMH?

Mar as trice, feumaidh sibh an gearan agaibh a dhèanamh taobh a-staigh sia mìosan:

- bhon àm a thachair an nì mu bheil sibh ag iarraidh gearan, no
- bhon àm a gheibh sibh a-mach gu bheil adhbhar gearain agaibh, fhad 's nach eil sin nas fhaide na 12 mìos bhon àm a thachair an nì mu bheil sibh a' gearan.

Fìor chorra uair, 's dòcha gum faod sinn gabhail ri gearan às dèidh na h-ùine sin. Ma tha sibh den bheachd nach bu chòir na crìochan-ùine gu h-àrd seasamh airson a' ghearain agaibh, feuch gun inns sibh dhuinn carson.

### Fiosrachadh conaltraidh airson ar Rannsaiche Ghearanan:

Alasdair MacFhionghuin  
Ceann nan Seirbheisean Corporra  
Bòrd na Gàidhlig  
Taigh a' Ghlinne Mhòir  
Rathad na Leacainn  
INBHIR NIS  
IV3 8NW  
Fòn: 01463 225 454  
Post-d: [corporra@gaidhlig.scot](mailto:corporra@gaidhlig.scot)

## 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.

### Our Complaints Investigator Contact details:

Alasdair MacKinnon  
Head of Corporate Services  
Bòrd na Gàidhlig  
Great Glen House  
Leachkin Road  
INVERNESS  
IV3 8NW  
Tel: 01463 225 454  
E-mail: [corporra@gaidhlig.scot](mailto:corporra@gaidhlig.scot)

## DÈ THACHRAS NUAIR A THA MI AIR GEARAN A DHÈANAMH?

Innsidh sinn dhuibh daonnan cò tha dèiligeadh ris a' ghearan agaibh. Tha dà ìre sna modhan againn a thaobh ghearanan:

### ÌRE A H-AON – FUASGLADH SA CHIAD DOL A-MACH

Tha e na amas dhuinn fuasgladh fhaighinn air gearanan gu luath agus cho faisg 's as urrainn air an t-seirbheis mun deach gearan a dhèanamh. Dh'fhaodadh seo a bhith ciallachadh gun iarr neach-obrach oirbh ar/an leisgeul a ghabhail nuair a nì sibh an gearan agus gum faigh sibh mìneachadh air cùisean ma tha rudeigin gu follaiseach air a dhol ceàrr, agus gun tèid rudeigin a dhèanamh sa bhad gus cùisean a chur ceart.

Gheibh sibh co-dhùnadh bhuainn aig ìre 1 taobh a-staigh còig làithean-obrach no nas tràithe, mura h-eil suidheachadh fìor neo-àbhaisteach ann.

Mura h-urrainn dhuinn fuasgladh fhaighinn air a' ghearan agaibh aig an ìre sin, mìnichidh sinn dhuibh carson agus innsidh sinn dhuibh dè an ath cheum. Dh'fhaodadh gum mol sinn dhuibh an gearan agaibh a ghluasad gu ìre 2. Dh'fhaodadh gum cuir sibh romhaibh sin a dhèanamh sa spot no uaireigin às dèidh dhuibh a' chiad cho-dhùnadh againn fhaighinn.

## 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 provided the service. 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 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 sometime after you get our initial decision.

## ÌRE A DHÀ – RANNSACHADH

Thathara' dèiligeadh ri dà sheòrsa gearain aig Ìre 2: an fheadhainn air nach d' fhuaras fuasgladh aig Ìre 1 agus an fheadhainn a tha ro thoinnte agus far a bheil rannsachadh mionaideach a dhìth.

Nuair a thèid sinn gu Ìre 2:

- gheibh sibh fios bhuaninn a dhearbhadh gun d' fhuair sinn an gearan agaibh taobh a-staigh trì làithean-obrach
- nuair a tha e iomchaidh, bruidhnidh sinn ribh mun ghearann agaibh gus an tuig sinn carson a tha sibh fhathast mì-riaraichte agus dè am fuasgladh a tha sibh a' sireadh
- bheir sinn làn-fhreagairt dhuibh a thaobh a' ghearain cho luath 's as urrainn taobh a-staigh 20 latha-obrach.

Ma bheir an rannsachadh againn nas fhaide na 20 latha-obrach, innsidh sinn dhuibh. Aontaichidh sinn clàr-ama ùr leibh agus cumaidh sinn fios ribh mun adhartas a tha sinn a' dèanamh.

## STAGE TWO – INVESTIGATION

Stage 2 deals with two types of complaint: 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
- where appropriate, 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.



## DÈ THACHRAS MA THA MI FHATHAST MÌ-RIARAICHTE?

Ma tha sinn air a' chùis a làn-rannsachadh, agus ma sibh fhathast mì-riaraichte le ar co-dhùnadh no an dòigh san do dhèilig sinn ris a' ghearan agaibh, faodaidh sibh iarraidh air Ombudsman Sheirbheisean Poblach na h-Alba (OSPA) coimhead air.

**Chan fhaod** OSPA, mar as trice, coimhead air:

- gearan ris nach deach dèiligeadh le ar modhan gus dèiligeadh ri gearanan (**mar sin dèanaibh cinnteach gun deach sin a dhèanamh mus cuir sibh fios gu OSPA**)
- rudan a thachair, no don tug sibh an aire, o chionn còrr is bliadhna
- cùis air an deach beachdachadh, no air a bheilear a' beachdachadh, sa chùirt.

A' cur fios gu **OSPA**:

**Aghaidh ri aghaidh** - OSPA, 4 Sràid Melville, Dùn Èideann EH3 7NS

**Le litir** - OSPA, Post An-asgaidh EH641, Dùn Èideann EH3 0BR

Fòn An-asgaidh: **0800 377 7330**

Air-loidhne: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Làrach-lìn: [www.spsso.org.uk](http://www.spsso.org.uk)

Làrach-lìn airson uidheaman-làimhe: <http://m.spsso.org.uk>

## WHAT IF I'M 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) 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.

You can contact the **SPSO**:

**In Person** - SPSO, 4 Melville Street, Edinburgh EH3 7NS

**By Post** - SPSO, Freepost EH641, Edinburgh EH3 0BR

Freephone: **0800 377 7330**

Online contact: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

Mobile site: <http://m.spsso.org.uk>

## A' FAOTAINN CUIDEACHADH GUS GEARAN A DHÈANAMH

Tha sinn a' tuigsinn, math dh'fhaodte, nach urrainn dhuibh, no nach eil sibh ag iarraidh, gearan a dhèanamh sibh fhèin. Gabhaidh sinn ri gearanan bho neach a tha riochdachadh cuideigin a tha mì-riaraichte le ar seirbheisean. Gabhaidh sinn ri gearanan bho charaid, ball der teaghlach, no neach-tagraidh, ma tha sibh air cead a thoirt dhaibh gearan a dhèanamh às ur leth.

Gheibh sibh fiosrachadh mu luchd-tagraidh san sgìre agaibh le bhith cur fios gu Caidreachas Neo-eisimeileach Luchd-tagraidh na h-Alba.

### CAIDREACHAS NEO-EISIMEILEACH LUCHD-TAGRAIDH NA H-ALBA

Fòn: 0131 260 5380 Facs: 0131 260 5381

Làrach-lìn: [www.siaa.org.uk](http://www.siaa.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 our service. We can take complaints from a friend, relative, or an advocate, if you have given them your 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 260 5380 Fax: 0131 260 5381

Website: [www.siaa.org.uk](http://www.siaa.org.uk)

Tha e nas amas dhuinn gum bi e furasta don a h-uile duine sa choimhearsnachd ar seirbheisean a chleachdadh. A rèir ar dleastanasan reachdail a thaobh co-ionannachd, nì sinn cinnteach daonnan gun dèanar atharraichean reusanta ma dh'fheumar gus am bi cothrom nas fheàrr aig neach/buidheann air ar seirbheisean. Ma tha e doirbh dhuibh an gearan agaibh a chur ann an sgrìobhadh, no ma tha sibh ag iarraidh an fhiosrachaidh seo ann an cànan no cruth eile, mar clò mòr no Braille, cuiribh fòn no fios le post-d thugainn.

## AR FIOSRACHADH CONALTRAIDH

Cuiribh fios thugainn mar a leanas:

Bòrd na Gàidhlig  
Taigh a' Ghlinne Mhòir  
Rathad na Leacainn  
INBHIR NIS  
IV3 8NW  
Fòn: 01463 225 454  
Post-d: [corporra@gaidhlig.scot](mailto:corporra@gaidhlig.scot)

*'S urrainn dhuinn a' bhileag seo a thoirt dhuibh ann an cànanan is cruthan eile (mar clò mòr, clàradh fuaim no Braille).*

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 individual/organisations 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, phone us or contact us via email.

## OUR CONTACT DETAILS

Please contact us by the following means:

Bòrd na Gàidhlig  
Great Glen House  
Leachkin Road  
INVERNESS  
IV3 8NW  
Tel: 01463 225 454  
E-mail: [corporra@gaidhlig.scot](mailto:corporra@gaidhlig.scot)

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

# SÙIL AITHGHEARR AIR AR MODHAN GUS DÈILIGEADH RI GEARANAN

## MODHAN GEARAIN

Faodaidh sibh gearan a dhèanamh aghaidh ri aghaidh, air a' fòn, le post-d no ann an sgrìobhadh.

Tha **dà ìre sna modhan gearain againn**. Nì sinn oidhirp daonnan dèiligeadh ris a' ghearan agaibh gu luath. Ach ma tha e follaiseach gu bheil rannsachadh mionaideach a dhìth, innsidh sinn sin dhuibh agus cumaidh sinn fios ribh mun adhartas a tha ga dhèanamh.

## ÌRE 1: FUASGLADH SA CHIAD DOL A-MACH

Feuchaidh sinn daonnan ri fuasgladh fhaighinn gu luath, taobh a-staigh **còig làithean-obrach** mas urrainn dhuinn. Mura h-eil sibh riarachta le ar freagairt, faodaidh sibh iarraidh oirnn an gearan a ghluasad gu **Ire 2**.

## ÌRE 2: RANNSACHADH

Coimheadaidh sinn air a' ghearan agaibh aig an ìre seo ma tha sibh mì-riarachta leis an fhreagairt a fhuair sibh aig ìre 1. Cuideachd, coimheadaidh sinn air cuid a ghearanan sa bhad aig an ìre seo, ma tha e follaiseach gu bheil iad toinnte no far a bheil rannsachadh mionaideach a dhìth.

Innsidh sinn dhuibh gun d' fhuair sibh an gearan agaibh taobh a-staigh **trì làithean-obrach**. Bheir sinn co-dhùnadh dhuibh cho luath 's a ghabhas. Tachraidh seo taobh a-staigh **20 latha-obrach** mura h-eil deagh adhbhar ann tuilleadh ùine iarraidh.

## OMBUDSMAN SHEIRBHEISEAN POBLACH NA H-ALBA

Ma thachras, às dèidh dhuibh ar co-dhùnadh deireannach fhaighinn mun ghearan agaibh, gu bheil sibh fhathast mì-riarachta leis, no an dòigh san do dhèilig sinn ris a' ghearan agaibh, faodaidh sibh iarraidh air OSPA beachdachadh air.

Innsidh sinn dhuibh mar a nì sibh sin nuair a chuireas sinn an co-dhùnadh deireannach againn thugaibh.

# QUICK GUIDE TO OUR COMPLAINTS PROCEDURE

## COMPLAINTS PROCEDURE

You can make your complaint in person, by phone, by e-mail 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 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.



**Bòrd na Gàidhlig**

Taigh a' Ghlinne Mhòir  
Rathad na Leacainn  
INBHIR NIS  
IV3 8NW

**Bòrd na Gàidhlig**

Great Glen House  
Leachkin Road  
INVERNESS  
IV3 8NW

