



## Highlands and Islands Transport Partnership

### Complaints Policy

#### Introduction

Highlands and Islands Transport Partnership (HITRANS) take complaints very seriously. Complaints not only help us to investigate and put right anything which a complainant feels we have done wrong, but are also an extremely useful form of feedback to help us to improve services for our stakeholders and users of our services.

As well as welcoming complaints we are delighted to receive commendations, which confirm our achievement of the high standards which we aim to provide.

#### Objectives

We aim for our complaints procedure:

- to be open, easily accessible, well publicised and available in other formats if required
- to be simple to use and understand
- to be confidential
- to give a quick response to complainants
- to be informative about the progress and outcome of a complaint
- to be comprehensive and deal with all issues raised
- to give an effective reply and an appropriate solution when a complaint is upheld
- to be fair and even-handed to everyone who makes a complaint.

#### How to complain

Generally, complaints should be made to:

Partnership Director, HITRANS  
2<sup>nd</sup> Floor/Rear, 7 Ardross Terrace, IV3 5NQ

Telephone: 01463 719 002

E-mail: [info@hitrans.org.uk](mailto:info@hitrans.org.uk)

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

However, if your complaint is *about* the HITRANS Director, please address your complaint in confidence to

Secretary, HITRANS  
C/O Comhairle nan Eilean Siar  
Sandwick Road  
Stornoway HS1 2BW  
Telephone: 01851 709 220  
E-mail: [dmackay@cne-siar.gov.uk](mailto:dmackay@cne-siar.gov.uk)

### **How we will deal with your complaint**

- We will send you an acknowledgement within two working days of receipt of your complaint.
- We will try to send you a full reply within 20 working days of receipt of the complaint
- If it is not possible to complete the investigation within 20 working days we will tell you the likely timescale and the reason for the delay.

If you are still dissatisfied after we have told you about the outcome of your complaint, you can ask for your complaint and our answer to be reviewed by the Chair of HITRANS. He will give you his decision within a further 20 working days.

### **If you are not satisfied**

If you are still dissatisfied after hearing the Chair's decision, you have a legal right in certain circumstances to refer the matter to the Scottish Public Services Ombudsman. Normally for the Ombudsman to become involved, the complaint would have to be about:

- an administrative failure by HITRANS,
- failure by HITRANS to provide a service, or
- failure in a service provided.

The service provided by the Ombudsman is free and independent. Details can be obtained from:

The Scottish Public Services Ombudsman  
Freepost (EH641), Edinburgh EH3 0BR  
Telephone: 0870 011 5378      Text: 0790 049 4372  
Fax: 0870 011 5379  
Email: [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)  
Website: [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)

### **Recording and monitoring complaints**

All complaints received by HITRANS will be recorded and kept on file. From time to time a report on complaints received and how they were dealt with will be considered by the HITRANS Partnership Board.

HITRANS, 2<sup>nd</sup> Floor/Rear, 7 Ardross Terrace, IV3 5NQ

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