



**Your
comments
count**

We welcome your feedback on any aspect of our service. If there is something we can help with now, please speak to a member of our team, who are always happy to help.

Alternatively, fill out this card and, either post it in the mailbox at reception, or send it to: Freepost RTAB-EBBR-UTKG, Glasgow Life, Commonwealth House, 38 Albion Street, Glasgow G1 1LH (you do not need a stamp).

You can also phone: 0141 287 8977, or use the online form on our website: www.glasgowlife.org.uk/contact-us

Service/venue Date of visit

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Please tick box if this is a complaint

Please turn over >>>

Our complaint process and your data

We have a two stage complaints process:

Stage 1: frontline response

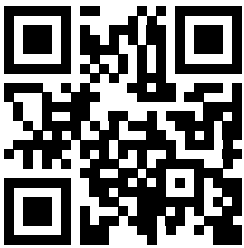
- We aim to respond to you within 5 working days or sooner if possible.
- If we can't, or if your complaint is complex, we will escalate it to stage 2 for investigation.

Stage 2: investigation stage

- We will acknowledge we got your complaint within 3 working days.
- We will fully respond as soon as we can, and no later than 20 working days.
- Sometimes we need more time, but we will only do this after we talk to you and agree on it.

After we have fully investigated, if you are not happy with our decision or how we handled your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look into your issue. You can find their contact details on our website.

If you need help in another format, such as large print, braille or audio, please ask a member of our team or contact us through our website.



To learn more, please scan this QR code with your device or visit:
www.glasgowlife.org.uk/commentsandcomplaints

To learn more about how we use your data and your rights, visit:
www.glasgowlife.org.uk/privacy

Your details

Name

Address

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..... Postcode

Contact no Email

Your signature Date

FOR GLASGOW LIFE USE ONLY

Improvement action

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Thank you for taking the time to give us your feedback