

Suggestions, Comments or Complaints

If you would like to make a suggestion, comment or complaint about the service you have received during your enquiry please do so by contacting us directly at the office;

Family Placement Team, 47 West Road, Irvine, KA12 8RE

t. 01294 311 505

Alternatively you can make a complaint to our Head Office;

Social Services Head Office,

North Ayrshire Council, Cunningham House, Irvine , KA12 8EE,

t.0845 603 0590

contactus@north-ayrshire.gov.uk

You can also make a complaint at any office of the Care Inspectorate or at its Headquarters in Dundee. Complaints may be made in writing, by telephone or in person.

The Care Inspectorate

Compass House
11 Riverside Drive
Dundee
DD1 4NY
Complaints: 0845 600 9527
Email:
enquiries@careinspectorate.com



The Scottish Public Services Ombudsman (SPSO)

SPSO
Freeport EH641
Edinburgh EH3 0BR Tel 0800 377 7330
ask@spsso.org.uk

The SPSO can investigate complaints against the Council if you believe you have suffered injustice or hardship as a result of a poor service we have delivered or our failure to deliver a service. Some restrictions normally apply:

Before contacting the SPSO you should first go through the complaints process of the Council. If you're not happy with the final response from the Council, or if you don't get one, you can complain to the SPSO.

Complaints may be made in writing, by telephone or in person. There is also a dedicated link on their website at:

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