

*Tell us  
what you  
think...*

# Your Comments Count



*Did you  
have a  
great time?*



## Your feedback is important to us

If there is something we can help with now, please speak to a member of staff who will be happy to help. If you require further information and assistance please complete this card and include all relevant details.

We welcome your views and comments on any aspect of our service. You are the best person to tell us how well we are doing or if you have experienced a problem and what we can do to improve our service. You can get in touch with us in the following ways:

- Fill in this form and 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)
- Phone: **0141 287 8977**
- Use the online form available within 'leave a comment or complaint' on our website at [www.glasgowlife.org.uk/contact-us](http://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

Glasgow Life has a two stage complaints process:

### Stage 1 – is called Frontline Response

- We aim to respond to you within 5 working days or sooner if possible.
- If this is not possible, or if your complaint is complex, it will be escalated to stage 2 for investigation.

### Stage 2 – is called Investigation Stage

When using stage 2 we will:

- Acknowledge receipt of your complaint within 3 working days.
- Provide you with a full response to your complaint as soon as possible, but no longer than 20 working days.
- On occasion it may be necessary to extend our timescales, however we will only do this after consultation and agreement with you.

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 consider the matter. From December 2018 SPSO will be located at: SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS.


Or you can phone them on 0800 377 7330 or visit [www.spsso.org.uk](http://www.spsso.org.uk). The SPSO will not normally investigate if you have known about the problem for more than 12 months before complaining.

For full details of the Glasgow Life Customer Comments Policy, please visit [www.glasgowlife.org.uk](http://www.glasgowlife.org.uk).

### Specific Privacy Notice

Specific processing purposes and legal basis, etc: [Comments](#), [compliments](#) or [complaints](#). Please ensure you have been provided with our [general privacy notice](#) for a form collecting personal information. You can also see our [privacy statement](#) on our website [www.glasgowlife.org.uk/privacy](http://www.glasgowlife.org.uk/privacy) for further details on how we collect, use, share and store personal information.

 **(controller) who we are:** Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of any personal information collected by us that is necessary for our processing purposes. See the [contact us](#) section below for details of our data protection officer.

 **(purposes) why do we need your personal information and what do we do with it?** You are giving us your personal information to allow us to respond to your comment, compliment or complaint. We need to process your personal information if you chose to escalate your complaint to the Scottish Public Services Ombudsman.

 **(sharing) who do we share your information with?**


- Where you ask the Scottish Public Services Ombudsman to look at your complaint we will be legally obliged to share your information with them.
- We may need to share your complaint with other organisation(s) named in your complaint where it is necessary and in the public interest to do so.

 **(legal basis) for using your information:**

- Necessary for compliance with a legal obligation under the Public Service Reform (Scotland) Act 2010.
- Necessary for the performance of a task carried out in the public interest by Glasgow Life.

You can see a summary of how your rights are implemented for each legal basis used here [www.glasgowlife.org.uk/privacy-rights](http://www.glasgowlife.org.uk/privacy-rights)

 **(more information):** You can find more details for Customer Comments, Compliments and Complaints at: [www.glasgowlife.org.uk/contact-us](http://www.glasgowlife.org.uk/contact-us) and more information about how we handle your personal information at: [www.glasgowlife.org.uk/privacy](http://www.glasgowlife.org.uk/privacy). If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: [www.glasgowlife.org.uk/accessibility](http://www.glasgowlife.org.uk/accessibility)

 **(contact us)** You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk); and by telephone on: 0141 287 1055

## Customer Details

Name .....

Address .....

Postcode .....

Contact Number ..... Email .....

Your signature ..... Date .....

### FOR GLASGOW LIFE USE ONLY

Improvement action .....

Date .....

Glasgow Life is a charitable organisation that seeks to inspire the city's citizens and visitors to lead richer and more active lives through culture, sport and learning. There are a number of ways that you can support with our work. Visit <https://www.glasgowlife.org.uk/support-us>. You can read about our Fundraising Supporter Promise here <https://www.glasgowlife.org.uk/fundraising-supporter-promise>

**Thank you for taking the time to give us your views.**