

Aberdeenshire Council

Unacceptable Actions Policy – Appeal Process Guidance

1. Introduction

Aberdeenshire Council's publicly accessible Complaints Handling Procedure sets out the process by which Aberdeenshire Council (including the Aberdeenshire Health and Social Care Partnership) manage and process complaints that they receive. This guidance document applies to the Complaints Handling Procedure, and the limited instances where customers display actions or behaviour that we consider unacceptable while pursuing either formal or informal complaints to the council. In such instances, council staff may wish to take measures in line with the Unacceptable Actions Policy (UAP).

2. Appealing a Decision

This guidance document explains to both staff and complainants, the limited circumstances in which a customer can appeal a decision to restrict their contact with the authority.

2.1 Appeal can only be made in writing by letter or email. Appeal made via councils Feedback Team.

2.2 The appeal should be no longer than a single A4 page of size 12 font.

2.3 There is no time limit for an appeal against the UAP to be made, however the UAP will remain in place until the appeal has been submitted and the review decision has been given.

2.4 A complainant cannot just say that they appeal. The appeal must supply specific grounds for appeal against the restrictions. It must be succinct and provide specific evidence or information as to why an appeal is being made against the reason why the UAP was put in place.

2.5 Once the appeal in writing is received the council will organise to forward to an appropriate senior officer for review. This will be a senior officer who was not involved in the original decision, who will consider both the appeal and the evidence provided, by the customer and the council.

2.6 The review will be concluded within 20 working days and the relevant senior officer will advise the customer in writing that either the restricted contact arrangements remain in place, or whether an alternative course of action has been agreed.

2.7 It is important to note that the appeal process to a UAP being implemented is not an opportunity to continue to correspond on matters that have completed our Complaints Handling Procedure or any issues relating to the original matters.

2.8 IMPORTANT - If the appeal does not meet any of these requirements it will be rejected and there will be no further opportunity for submission.