Transportation 2010
Customer complaints procedure

WEST LOTHIAN COUNCIL delivers

westlothian.gov.uk

West Lothian Council

How to complain

If you have a complaint about any aspect of the service Transportation provides, we would ask you to contact us initially. We can be contacted in any one of the following ways:

- In person at County Buildings, High Street, Linlithgow - please ask for us at CIS Reception at the main entrance to the building. Directions to County Buildings can be sent to you, on request.
- By telephone or e-mail to any member of staff - staff names, telephone numbers and e-mail addresses are given on all correspondence and at the top of every e-mail.
- By telephone or e-mail to the service manager: ***Graeme Malcolm*** on ***01506 775269*** or ***graeme.malcolm@westlothian.gov.uk***
- In writing, to ***Transportation, West Lothian Council, County Buildings, High Street, Linlithgow EH49 7EZ***.

We are also happy to receive your views on how we can improve our service, at any time. Please do not hesitate to contact us with your suggestions at the address above. We will keep you informed of changes we make as a result of your comments.

Dealing with your complaint

To ensure that your complaint is property dealt with, we will log it on our complaints database.

We value customer feedback as it helps us to improve our service. We will deal with your complaint with courtesy and impartiality.

If you complain in person or by telephone, we will discuss your complaint with you at the time it is received and do our best to resolve it at this stage.

If you complain in writing or by e-mail your complaint will be acknowledged within three working days following receipt. This will involve contacting you to inform you that we have received your complaint and are dealing with it.

We aim to respond to all complaints within 10 working days of receipt. This will involve either:

- Informing you if the action we have taken or propose to take; or
- Arranging to discuss the matter with you; in which case after the discussion we will confirm with you the outcome of these discussions and any action we propose to take.

If in exceptional circumstances we cannot respond to your complaint within 10 working days, we will keep you fully informed until your complaint has been dealt with.

We are committed to continual improvement and we will, whenever possible, change our procedures to improve service delivery.

If after receiving the details of the action we propose to take you are not satisfied with the way that we have handled your complaint, you should contact the service manager to discuss the matter further.

If after discussing the matter with the service manager you are still not satisfied, you should contact:
Steve Field, Planning and Econonic Development, at County Buildings on ***01506 775267***, or, e-mail ***steve.field@westlothian.gov.uk***

If you are still not satisfied with our response, you may take the matter further by requesting a West Lothian Council ***Point of View*** complaints form available from any council office, or by telephoning our ***Customer Service Centre*** on ***01506 775000***.

Review and improvement

As part of our ongoing commitment to continuous improvement, we review our complaints procedure.

From time to time following the conclusion of your complaint, the member of staff that dealt with your issue may contact you with some brief questions as part of this process. We will use your feedback to improve the service to you and future customers.

April 2010

Customers with special requirements

Information is avalible in **Braille**, **tape** and **large print** and **community languages.** Please contact the interpretation and translation service on **01506 775000**

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 01506 775000

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 01506 775000

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：01506 775000

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਇਲ) ਨੇਤ੍ਰਹੀਨ ਦੇ ਪੜਨ ਵਾਲੀ ਲਿਪੀ, ਟੇਪ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : 01506 775000

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انٹرپریٹنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 01506 775000 پر رابطہ قائم کریں۔

Informacje te moga byc przelozone na jezyk Braille'a, dostepne na tasmie magnetofonowej lub wydane duzym drukiem oraz przetlumaczone na jezyki mniejszosci narodowych. Prosimy o kontakt z Uslugami Tlumaczeniowymi pod numerem 01506 775000

Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is **18001 01506 464427**. A loop system is also available in all offices.

West Lothian Council

County Buildings
High Street
Linlithgow
West Lothian
EH49 7EZ