

Comment & Complaint... analysis

Office	2006		2007		2008		2009	
	Complaint	Comment	Complaint	Comment	Complaint	Comment	Complaint	Comment
Whitburn	1	0	1	0	2	0	1	0
West Calder	0	1	0	0	0	1	0	0
Livingston	1	1	1	0	4	2	5	2
Bathgate	0	1	1	3	0	2	1	2
Linlithgow	0	1	1	0	0	1	2	0
East Calder	0	0	0	0	0	0	0	0
Broxburn	0	0	0	1	3	0	1	0
General	0	0	1	0	0	0	0	0
Total	2	4	5	4	9	5	10	4

Nature of Complaints Received:

	2006	2007	2008	2009
Staff Attitude	1	0	1	1
Timeliness	1	1	0	0
Service Delivery & Quality of Service	0	1	6	2
Professionalism	-	-	-	1
Information Provision	-	-	-	5
Other	0	3	2	1
Total	2	5	9	10

2006

We reinforced the need for customer awareness.

2007

The print on the current sign at Bathgate is very small - We improved the signage.

You said ... We did

2009

You commented about the lack of baby changing facilities at County Buildings - We are investigating the possibility of providing facilities. We introduced a Bereavement Brochure providing information about Council services for the bereaved.

2008

You complained about the unavailability of service - We introduced an appointment system in the Linlithgow, Broxburn, Whitburn and West Calder offices.

West Lothian Council delivers



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE



RECOGNISED FOR EXCELLENCE



West Lothian Council