

Comment & Complaint Analysis

Comment & Complaints received from Customer Comment Cards

Office	2005		2006		2007		2008	
	Complaint	Comment	Complaint	Comment	Complaint	Comment	Complaint	Comment
Whitburn	0	1	1	0	1	0	2	0
West Calder	0	1	0	1	0	0	0	1
Livingston	2	0	1	1	1	0	4	2
Bathgate	1	0	0	1	1	3	0	2
Linlithgow	2	2	0	1	1	0	0	1
East Calder	0	0	0	0	0	0	0	0
Broxburn	0	0	0	0	0	1	3	0
General	0	0	0	0	1	0	0	0
Total	5	4	2	4	5	4	9	5

Nature of Complaints Received

	2005	2006	2007	2008	You said, we did - 2006-2008	
					Year	Description
Staff Attitude	2	1	0	1	2008	You complained about the unavailability of service. We introduced an appointment system in our offices at Linlithgow, Broxburn, Whitburn and West Calder
Waiting Times	1	1	1	0		
Service Standards	1	0	0	1		
Unavailability of Service	0	0	1	5	2007	Bathgate: The print on the current sign is very small. We improved the signage.
Other	1	0	3	2		
Total	5	2	5	9	2006	Reinforced need for customer awareness