

points of view



Freepost RSCG-CEEZ-EUYZ
West Lothian Council
Customer Service Centre
Howden South Road
LIVINGSTON
EH54 6FF

more advice

If you want more advice on how to comment, complain or voice your concerns about a particular service, visit one of the following Council Information Services Centres

Armadale

1/3 East Main Street

Bathgate

Lindsay House, South Bridge Street

Blackburn Connected

The Mill Centre

Broxburn

The Strathbrock Partnership Centre

189a West Main Street

Fauldhouse

10 Main Street

Linlithgow

County Buildings

Livingston

Carmondean Connected or

West Lothian Connected,

Almondvale Centre

West Calder

24-26 Main Street

Whitburn

5 East Main Street

Or freephone: **0800 328 5143**

Or e-mail:

customer.service@westlothian.gov.uk

Textphone for people that cannot hear and who cannot speak : **18001 01506 464427**

Customers with special requirements

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

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

এই তথ্য আশনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় লিখিতও পাওয়া যায়। অনুগ্রহ করে ইন্টারপ্রিটেশন 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 (ਬ੍ਰੇਲ) ਟੈਪਟੀਨ ਦੇ ਪੜ੍ਹਨ ਲਈ ਸਿੱਖੀ, ਟੇਪ, ਟੈਕਸਟ ਟੂ ਸਪੀਚ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਾ ਅਤੇ ਪਿੰਨ-ਟੋ-ਟੈਪ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾਵਾਂ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ : **01506 775000**

یہ معلومات بریل (تھپ) اور ٹیپ (تھپ) اور سوشل میڈیا کے ذریعے دستیاب کیے جاسکتے ہیں۔ براہ کرم اس سروس سے رابطہ کرنے کے لیے **01506 775000** پر رابطہ قائم کریں۔

Informacje te mogą być 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.

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your points of view



how to comment, complain or voice your concern

West Lothian Council delivers

westlothian.gov.uk



points of view

West Lothian Council aims to provide high quality services to all who need them. However, problems can arise without our knowledge so we welcome the opportunity to put matters right.

We want you to tell us if you are:

- ❖ unhappy about a service;
- ❖ unhappy that we have not done something that we said we would; or
- ❖ concerned that the council may have done something wrong or acted inappropriately.

what to do

First speak to the staff providing the service you wish to comment or complain about. Most problems can be dealt with quickly by people closest to the situation.

If you are unhappy with the response or feel unable to approach these staff directly, then you or another member of staff or someone else on your behalf can:

Write down your comments, complaints or concerns on the form attached to this leaflet. Let us know how you think we can put things right. Once the form is complete,

tear it off and either post it (there is no need for a stamp) or drop in into your nearest **Council Information Services Centre** (listed at back) or telephone the council **Customer Service Centre on**

freephone
0800 328 5143

textphone for people that cannot hear and who cannot speak
18001 01506 464427

e-mail
customer.service@westlothian.gov.uk

Visit
www.westlothian.gov.uk

what happens next?

On the day your comment, complaint or concern is received, the Customer Service Centre will telephone you to let you know that we have received it and tell you what will happen next. If we are unable to reach you by telephone, we will post out a written acknowledgement the same day. In the case of a complaint or concern, we will tell you who is dealing with it, the contact details, and how long the investigation will take.

We aim to resolve the majority of complaints/concerns within 5 working days. However, some complaints can take a bit longer to investigate and when they do, we will contact you to discuss and agree a new completion date.

All comments, complaints or concerns will be recorded by the council and used as information to improve council services.

If you have made a complaint or raised a concern with a council service, and are still not happy with the response, you can write to the council's Chief Executive who will

look at the decision taken and decide if more action is needed.

You can contact him at:
West Lothian Council,
West Lothian Civic Centre,
Howden South Road,
Livingston, EH54 6FF
Tel: 01506 775000

If you are still unhappy, you have the right to take your complaint to:
Scottish Public Services Ombudsman
4 Melville Street, Edinburgh EH3 7NS
Tel: 0800 377 7330
Text: 0790 049 4372
Fax: 0800 377 7331
email: ask@spsso.org.uk
web: www.spsso.org.uk
SPSO, Freepost EH641,
Edinburgh EH3 0BR

We would also like to know if you are pleased with a service...

Through your comments you can help us build a council that is responsive to our customers. In all cases we value your opinion.

West Lothian Council comments, complaints and concerns form

Your:

Your address:

Your daytime tel:

Your evening tel:

Date:

(Please use block capitals)

Your comment, complaint or concern:

Let us know how you think we can put things right

Signature:

FOLD, MOISTEN
& SEAL

TEAR HERE