



Development Planning and Environment Complaints Procedure

West Lothian Council aims to provide high quality services to all who need them, but we sometimes make mistakes or take action which gives rise to concern.

If you are unhappy about a council service or we have not done something we said we would, please let us know.

Problems can arise without our knowledge so we welcome the opportunity to put matters right. We value your opinion!

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. 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 foot of every e-mail.
- By telephone or e-mail to the Service Manager – Craig McCorrison 01506 775286 craig.mccorrison@westlothian.gov.uk
- In writing, to Strategic Planning, West Lothian Council, County Buildings, High Street, Linlithgow EH49 7EZ.

We are also happy to receive your views on any aspect of our service including how it might be improved. 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.

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181

If you make a complaint

We will register it on our complaints database.

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 understand your concern and resolve it at that stage.

If you complain in writing or by e-mail we will contact you within 3 working days following receipt to inform you that we have received your complaint and are dealing with it.

We will then inform you of the action we have taken or propose to take; or arrange to discuss the matter with you. Following such discussions we will advise you of any action we propose to take.

If, in exceptional circumstances, we cannot resolve your complaint quickly, we will keep you fully informed until your complaint has been dealt with. If at any stage 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, Head of Development & Regulatory Services, at County Buildings on 01506 775267 or e-mail steve.field@westlothian.gov.uk.

If you are not satisfied with the response or do not wish to approach the service directly you can pick up a 'Points of View' leaflet from any Council Information Services centre (CIS) or library. Write down your comment or complaint on the form. Once the form is complete, either post it (there is no need for a stamp) or drop into your nearest CIS centre. You can speak to the staff at any CIS centre about your complaint and you can telephone the council's Customer Services Centre on 01506 775000. You can also email customer.service@westlothian.gov.uk or contact the council by textphone for the deaf on 18001 01506 651115.

Whatever method you choose to make your comments/complaints, the matter will be dealt with in the same way.

What happens next?

On the day your complaint or comment 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 not able to reach you by telephone we will post out a written acknowledgement on the same day. In the case of a complaint we will tell you who is dealing with the case, the contact details and how long the investigation will take.

We aim to resolve the majority of complaints within five 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 and complaints will be recorded by the council and used as information to improve council services.

If you have made a complaint and are still not happy, you can write to the council's Chief Executive, who will look at the decision and decide if more action is needed. You can contact him at:

West Lothian House
Almondvale Boulevard
Livingston
West Lothian
EH54 6QG
Telephone: 01506 777000

If you are dissatisfied with the council's final response you can complain to the Scottish Public Services Ombudsman.

- Telephone: 0800 377 7330
- fax: 0800 377 7331
- text: 0790 049 4372
- email: ask@spsso.org.uk
- via on line complaints form: <http://www.scottishombudsman.org.uk>
- in writing: SPSO, Freepost EH641, Edinburgh EH3 0BR

West Lothian Council aims to provide high quality services to all who need them, but if you are unhappy about our services we want to know. We would also like to know if you are pleased about a service.

We are committed to continual improvement and will, whenever possible, change our procedures to improve service delivery in the light of complaints received. This includes how we deal with complaints.

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

Following the resolution of your complaint the member of staff that dealt with the issue will 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.

February 2007