

## Comments & Concerns

If you have any concerns, comments or complaints please contact:

**Team Leader**

**Service Co-ordination Team**

**Strathbrock Partnership Centre**

**189a West Main Street**

**BROXBURN**

**West Lothian**

**EH52 5LH**

**Tel: 01506 775666**

**Fax: 01506 775667**

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

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.  
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পড়তেও পাবেন। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

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：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨੈਚੁਰੀਲ ਏ ਪਰੋਟ ਫਾਈ ਡਿਜੀਟਲ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮੂਹ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਧਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਫਿਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (انگریزی کے رسم الخط)، ٹیپ، بڑے حروف کی طاقت اور کمیونٹی میں ہلکی جاسنے والی زبانوں میں دستیاب ہے۔  
براؤزر یا انٹرنیٹ پر ایچ ڈی ڈی ٹی ایچ سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔

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# Service Co-ordination Home Support Service Complaints Procedure



West Lothian Council delivers  
[westlothian.gov.uk](http://westlothian.gov.uk)



*The Service Co-ordination Team strives to provide a high quality service to all its Service Users, at all times.*

*If however, you are unhappy with any aspect of the service you receive, you have the right to register your complaint.*

## How do I complain?

If you are unhappy because:

*we didn't do what we said we would*

*you were not treated with dignity or respect*

## What to do

Speak to your Support Worker in the first instance. If this does not resolve the difficulty to your satisfaction, then you should ask to speak to your workers Team Leader. You can also phone or write to them direct.

If you don't feel able to speak to your Support Worker about it then you should contact their Team Leader directly by letter or by telephone.

If having done this you are still unhappy and you feel that your complaint has not been dealt with satisfactorily, then you should follow West Lothian Councils Complaints Procedure.

- You should complete the Councils Complaints Form which are available from all Council Offices
- The Council will let you know that they have received your complaint within 7 days
- Senior staff will investigate the circumstances of your complaint and respond within 28 days
- Your complaint will be treated confidentially
- The Council will consider your complaint fairly
- The Council will not discriminate against you in the future because you have complained

**Alternatively, you can contact the Care Commission directly at the address below:**

**The Care Commission**

**South East Region**

**Stuart House**

**Eskmills**

**MUSSELBURGH**

**EH21 7PB**

**Tel: 0845 600 8335**

**Fax: 0131 653 4149**

For further information on the Service Co-ordination Team or any other council service please visit our website on:

**[www.westlothian.gov.uk](http://www.westlothian.gov.uk)**