

# Registration Services

## Comment & Complaint Analysis

Office	2004		2005		2006		2007	
	Complaint	Comment	Complaint	Comment	Complaint	Comment	Complaint	Comment
Whitburn	5	0	0	1	1	0	1	0
West Calder	4	0	0	1	0	1	0	0
Livingston	1	0	2	0	1	1	1	0
Bathgate	1	1	1	0	0	1	1	3
Linlithgow	1	0	2	2	0	1	1	0
East Calder	0	0	0	0	0	0	0	0
Broxburn	0	0	0	0	0	0	0	1
General	1	1	0	0	0	0	1	0
<b>Total</b>	<b>13</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>

	Nature of complaint			
	2004	2005	2006	2007
Staff attitude	0	2	1	0
Waiting times	4	1	1	1
Service Standards	0	1	0	0
Unavailability of service	3	0	0	1
Other	6	1	0	3
<b>Total</b>	<b>13</b>	<b>5</b>	<b>2</b>	<b>5</b>

### You said – we did 2005-2007

#### 2007

Bathgate:

*The print on the current sign is very small*  
We improved signage

Livingston:

*The door entry could be improved for pram access*  
We are currently reviewing access

#### 2006

Reinforced need for customer awareness

#### 2005

Strengthened procedures surrounding wedding arrangements

West Lothian Council delivers

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

