

# LOW PORT CENTRE

## COMMENTS, COMPLAINTS & SUGGESTIONS POLICY

We aim to provide a high quality service to all our customers; however problems can arise without our knowledge so we welcome the opportunity to put matters right.

If you are unhappy about our services we want to know.....we would also like to know if you are pleased with our service....and if you have any suggestions for us.

### 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 feel unhappy with this response or feel unable to approach these staff directly:

Speak to a member of the management team or write down your comment, complaint or suggestion on one of our forms and post it in the Comments, Complaints & Suggestion Box located in the front foyer, or complete the "Contact Us" form on our website [www.lowportcentre.org.uk](http://www.lowportcentre.org.uk)

### WHAT HAPPENS NEXT?

Your comment or complaint will be passed to the appropriate service unit and, if requested, you will be contacted within 1 working day. We aim to resolve the majority of complaints/concerns within 5 working days; however some complaints can take a bit longer to investigate. When they do, we will contact you to discuss this and agree a new completion date.

All comments, complaints and suggestions will be recorded and used as information to improve our 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 taken and decide if more action is needed. You can contact him at West Lothian House, Almondvale Boulevard, Livingston, West Lothian EH54 6QG. Telephone 01506 777100

If you are still unhappy you have the right to take your complaint to The Scottish Public Ombudsman, 4 Melville Street, Edinburgh EH3 7NS. Telephone 0800 377 7330, Text 0790 049 4372, Fax 0800 377 7331. E-mail [ask@spsso.org.uk](mailto:ask@spsso.org.uk). Web [www.spsso.org.uk](http://www.spsso.org.uk)