



West Lothian  
Council

Financial Management Unit

# Customer Complaints, Comments & Compliments Procedure

# FINANCIAL MANAGEMENT UNIT

## CUSTOMER COMPLAINTS, COMMENTS AND COMPLIMENTS PROCEDURE

### 1. Steps to Make a Complaint

If you have a complaint about any aspect of the service provided, you may contact the Financial Management Unit in any one of the following ways:

- In person – by calling at our office – second floor, West Lothian Civic Centre, Livingston.
- By telephone to David Maule, Corporate Finance Manager (telephone 01506 281302).
- By email to David Maule, Corporate Finance Manager [david.maule@westlothian.gov.uk](mailto:david.maule@westlothian.gov.uk)
- In writing, to the Financial Management Unit, Finance & Estates Services, West Lothian Council, West Lothian Civic Centre, Livingston, EH54 6FF.

### 2. Dealing with Your Complaint

To ensure that your complaint is properly dealt with, we will log it on our complaints database.

Please ensure you include:

- Your name and contact details
- Copies of any correspondence
- The names of the persons involved
- Details and dates of the complaint itself

We value customer feedback as it helps us to improve our service. 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.

If you complain in writing or by email, your complaint will be acknowledged by the end of the working day following receipt of your complaint. This will involve contacting you to inform you that we have received your complaint and are dealing with it.

Your complaint will be dealt with by an officer appropriate to the matter.

We aim to respond to all complaints within 5 working days of receipt. This will involve either:

- informing you of the action we have taken or propose to take; or
- arranging to discuss the matter with you, in which case after the discussion we will confirm with you the outcome of these discussions and any action we propose to take.

If in exceptional circumstances we cannot respond to your complaint within 5 working days, we will keep you fully informed until your complaint has been dealt with.

We are committed to continual improvement and we will whenever possible change our procedures to improve service delivery.

If after receiving the details of the action we propose to take you are not satisfied with the way that we have handled your complaint, you should contact the Corporate Finance Manager to discuss the matter further.

If after discussing the matter you are still not satisfied you should contact Donald Forrest, Head of Finance & Estates, at West Lothian House on extension 81313. Alternatively, email Donald Forrest at [donald.forrest@westlothian.gov.uk](mailto:donald.forrest@westlothian.gov.uk)

### **3. Steps to Make a Comment or Compliment**

Comments on methods of improving service delivery or compliments regarding the quality of service provided are always welcome. Please feel free to share your views with our staff/management on the telephone, in person or by writing/email to the Corporate Finance Manager. Compliments and comments will be recorded and fed back to the relevant staff and managers.

Comments on methods of improving service will be logged on our database and acknowledged within 5 working days. The Corporate Finance Manager will then investigate your comment and should there be any action required by FMU, we will inform you in due course.

**Financial Management Unit  
August 2011**