

## **PROPERTY MANAGEMENT AND DEVELOPMENT**

### **CUSTOMER COMPLAINTS PROCEDURE**

Property Management and Development is keen to hear the views of its customers. Complaints, comments and suggestions can help us shape and prioritise our services so that we can meet our customers needs better in the future.

#### **How to complain**

If you have a complaint about any aspect of the service Property Management and Development provides, we would ask you to contact us initially. We can be contacted in any one of the following ways:

- In person at West Lothian Civic Centre – please ask for us at Reception at the west entrance to the building. Directions to Civic Centre can be sent to you, on request, or can be found in the Contacts section at [www.westlothian.com/pmd](http://www.westlothian.com/pmd).
- By telephone or e-mail to the relevant member of staff - staff names, telephone numbers and e-mail addresses are given on all correspondence, at the foot of every e-mail, and in the Contacts section at [www.westlothian.com/pmd](http://www.westlothian.com/pmd).
- By telephone or e-mail to the Unit managers –
  - Jack Orr, Estates Manager  
01506 281829; [Jack.Orr@westlothian.gov.uk](mailto:Jack.Orr@westlothian.gov.uk)
  - Paul Furbank, Economic Property Development Manager  
01506 281824; [Paul.Furbank@westlothian.gov.uk](mailto:Paul.Furbank@westlothian.gov.uk)
- In writing, to Property Management and Development, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, EH54 6FF.
- By using the council's corporate complaints procedure, "Points of View"
- Through any of the council's Elected Members, Members of the Scottish Parliament, or Members of Parliament

We are also happy to receive your views on how we can improve our service, at any time. Please do not hesitate to contact us with your suggestions at the addresses above, or complete our customer survey at [www.pmdfeedback.co.uk](http://www.pmdfeedback.co.uk). 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 01506 775000

#### **Dealing with your complaint**

To ensure that your complaint is properly dealt with and that we respond promptly, it will be recorded on a corporate database. This means that your complaint and our reply will be monitored independently, within the council. You may expect to be contacted by the council's Customer Service Centre for your views on how the complaint was handled.

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 and do our best to resolve it at this stage.

If you complain in writing or by e-mail your complaint will be acknowledged on the day of receipt. This will involve contacting you to inform you that we have received your complaint and are dealing with it.

We aim to answer 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 write to you confirming 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 you have had our response, you are still not satisfied you should contact Donald Forrest, Head of Finance and Estates, at Civic Centre (address above), or alternatively, e-mail [Donald.Forrest@westlothian.gov.uk](mailto:Donald.Forrest@westlothian.gov.uk) . If you are still not satisfied with the outcome, you may ask the Chief Executive to carry out a further review.

Each month, the Customer Service Centre will contact all complainants who had their complaint upheld to ask if they were satisfied with the outcome or resolution to their complaint. In addition, on a six monthly basis, the Customer Service Centre will ask complainants if they found the process to complain easy to use.

**October 2011**

<b>Customers with special requirements</b>
Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on <b>01506 775000</b>
هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية. الرجاء الإتصال بخدمة الترجمة على الهاتف <b>01506 775000</b>
এই তথ্য আপনি ব্রইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ <b>01506 775000</b>
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： <b>01506 775000</b>
ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨੈਚੁਰੀਨ ਟੇਪ ਫਰੇਜ਼ ਵਾਲੀ ਲਿਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਾ ਕਰਕੇ ਸਿੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : <b>01506 775000</b>
یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طاعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔ براہ مہربانی انٹراپریٹنگ سروس سے ٹیلیفون نمبر <b>01506 775000</b> پر رابطہ قائم کریں۔
Informacje te mogą być przelozone na jezyk Braille'a, dostepne na tasmie magnetofonowej lub wydane duzym drukiem oraz przetlumaczone na jezyki mniejszosci narodowych. Prosimy o kontakt z Uslugami Tlumaczeniowymi pod numerem <b>01506 775000</b>
Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is <b>18001 01506 464427</b> . A loop system is also available in all offices.
Published by West Lothian Council.