

# HR SERVICES

## CUSTOMER FEEDBACK AND COMMENTS

We welcome general customer feedback and suggestions as an opportunity to continuously improve our service to you.

Any person making a comment or complaint will be treated in a courteous manner and wherever possible we will ensure your complaint is dealt with to your satisfaction and suggestions are given due consideration.

## CUSTOMER COMPLAINTS

If you wish to complain about any aspect of our service to you, you can do so in the following ways:

### 1. How to complain:

**Online:** You will find advice on the HR Complaints process and a Customer Complaints form in mytoolkit.

**By letter:** To HR Services Manager, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston EH54 6FF

**By e-mail:** [HRservicecomplaints@westlothian.gov.uk](mailto:HRservicecomplaints@westlothian.gov.uk)

**Phone us:** Contact any member of staff, alternatively, call HR Administration 01506 281424 who will direct your inquiry to the appropriate person.

### 2. On receiving a complaint

All complaints will be logged on Meridio and recorded on Frontline to ensure it is managed effectively.

On receiving your complaint, we will telephone, e-mail or send you out a letter by the end of the next working day after receipt. You will be given a contact name and will be told what will happen next.

### 3. Responding to your complaint

We aim to respond to the complaint, 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 following discussions we will confirm with you the outcome 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.

**4. Unsatisfied with the response**

If you are not satisfied with the way that we have handled your complaint you should ask for your complaint to be passed to The Head of Corporate Services to discuss the matter further.

**5. Feedback on Complaints**

All complaints will be logged with response rates and customer satisfaction levels and the results will be published annually on our website [www.mytoolkit.net](http://www.mytoolkit.net).

**6. To improve service delivery**

Complaints will be discussed periodically at team meetings in order to discuss any regular themes that can then be addressed.

Where a complaint has been made but the root cause lies elsewhere e.g. taxation matter, this will not be treated as a complaint about our service. Complaints will be analysed and highlighted to the appropriate service area in order to enable better services for customers.

# Human Resources Services Customer Complaint Form



Date: \_\_\_\_\_

Time: \_\_\_\_\_

## *Customers Details:*

**Council Employee? Yes / No** *(please circle as applicable)*

**Title:** \_\_\_\_\_ **First Name(s):** \_\_\_\_\_

**Surname:** \_\_\_\_\_

**Service area** (if internal customer) \_\_\_\_\_

**Address: Work or Home** (please indicate which) \_\_\_\_\_

\_\_\_\_\_ **Postcode:** \_\_\_\_\_

**Telephone No: Work or home** (please indicate which) \_\_\_\_\_

**Subject:** \_\_\_\_\_ **Method of contact:** \_\_\_\_\_

## **Enquiry Details:**

## **Action Taken (with dates):**

**Name:** \_\_\_\_\_ **Tel No:** \_\_\_\_\_