

Service Points

service.point@highland.gov.uk
Service Centre: 01349 886606

Caithness, Sutherland & Easter Ross

Alness	01349 882366
3/5 Obsdale Road IV17 0TY	
Bettyhill	01641 521242
NTC, Bettyhill KW14 7SS	
Bonar Bridge	01863 766838
Lairg Road IV24 3EA	
Brora	01408 622644
Gower Street KW9 6PD	
Dornoch	01408 635300
Castle Street IV25 3FD	
Durness	01971 511750
Durine Durness IV27 4PN	
Golspie	01408 635200
Main Street KW10 6RB	
Helmsdale	01431 821742
Dunrobin Street KW8 6JX	
Invergordon	01349 852472
62 High Street IV18 0DH	
Lairg	01549 402588
Main Street IV27 4DB	
Lochinver	01571 844777
Culag Pier IV27 4LE	
Tain	01862 892122
24 High Street IV19 1AE	
Thurso	01847 805500
Rotterdam Street KW14 8AB	
Wick	01955 607719
Market Square KW1 4AB	

Inverness, Nairn, Badenoch and Strathspey

Ardersier	01667 462658
Station Road IV2 7SU	
Aviemore	01479 811990
School House, Milton Park PH22 1RR	

Fort Augustus	01320 366733
Memorial Hall, Canal Street PH32 4DJ	
Grantown	01479 872539
Town House, The Square PH26 3HF	
Hilton	01463 246007
Hilton Village, Hilton IV2 4HT	
Inverness	01463 703999
23 Church Street IV1 1DY	
Kingussie	01540 664502
Ruthven Road PH21 1EJ	
Nairn	01667 458500
Court House, High Street IV12 4AU	

Ross, Skye and Lochaber

Acharacle	01967 431487
Morrison Place PH36 4JT	
Broadford	01471 820075
Old Corry Road IV49 9AB	
Dingwall	01349 868527
Ross House, High Street IV15 9RY	
Fortrose	01381 620797
Leisure Centre, Deans Road IV10 8TJ	
Fort William	01397707256
Lochaber House, High Street PH33 6EL	
Gairloch	01445 712572
Achtercairn IV21 2BP	
Kinlochleven	01855 831663
Library/Service Point, Riverside Road PH50 4QH	
Kyle	01599 534270
Main Street IV40 8AB	
Lochcarron	01520 722241
Main Street IV54 8YD	
Mallaig	01687 460027
Community Centre PH41 4PY	
Muir of Ord	01463 870201
Seaforth Road IV6 7TA	
Portree	01478 613800
Tigh-Na-Sgìre, Park Lane IV51 9GP	
Ullapool	01854 612426
North Road IV26 2XL	

Senior Management Team

All contacts below can be written to at:
The Highland Council, HQ, Glenurquhart Road,
Inverness IV3 5NX

Education, Culture & Sports Services

Hugh Fraser

01463 702801

E-mail: education@highland.gov.uk

Finance Service

Alan Geddes

01463 702301

E-mail: finance@highland.gov.uk

Housing and Property

Steve Barron

01463 702853

E-mail: housing@highland.gov.uk

Planning & Development

Stuart Black

01463 702251

E-mail: planning@highland.gov.uk

Transport, Environmental & Community Services

Neil Gillies

01463 702646

E-mail: tecs@highland.gov.uk

Social Work Services

Bill Alexander

01463 702860

E-mail: social.work@highland.gov.uk

Chief Executive

Alistair Dodds

01463 702009

E-mail: chief.executive@highland.gov.uk

Assistant Chief Executive

Michelle Morris

01463 702845

E-mail: michelle.morris@highland.gov.uk



Your Comments & Complaints

How we will respond



Beachdan is Gearanan

Mar a fhreagras sinn

Introduction

The Highland Council is committed to providing the best possible service to all its customers.

Sometimes things go wrong and, when they do, we need to know so we can put things right, and learn from our mistakes.

If you have a concern or a suggestion about a service, first speak or write to the staff providing the service. Most problems can be dealt with quickly by council staff closest to the situation. If you feel you are unable to approach these staff or the service directly, or are unhappy with their response, you can fill in a council comments and complaints form.

Let Us Know Your Comments if...

- You have received exceptionally good service
- You have a suggestion on how to improve our service
- We have done something wrong
- We have not done something we should have done
- You have been treated unfairly

We Would Like to know, because...

- If we have done well, we would like to promote the same good practice across all council services
- If we have been at fault, we would like to put things right and make sure it doesn't happen again
- If we have not been at fault, we will provide a full explanation

How Do I Make A Comment or Complaint?

Our complaints procedure has three stages.

Stage One

You can make a comment or complaint using any of the following methods:

- Visit us in person at any of the council's 37 Service Points or any local office
- Telephone us at our Customer Service Centre on 01349 886606
- Use our online complaint form at www.highland.gov.uk
- Email us at service.point@highland.gov.uk

When we receive your comment or complaint we will inform you about what happens next. In the case of a complaint we will tell you the service dealing with your complaint, their contact details and how long the investigation will take. Our normal procedure for complaints is to acknowledge your complaint within three working days and send you a full reply within ten working days. If the investigation of the complaint is expected to take longer than the ten working days, we will contact you to agree new timescales.

Stage Two

If you are not satisfied with the outcome of your complaint at stage one you can contact the relevant Service Director at Council Headquarters. They will arrange to have your complaint investigated by a senior manager. You will be advised of the name of the person assisting with your complaint and you should receive a reply within ten working days. You will find contact details for all Service Directors in this leaflet including their email addresses.

Stage Three

If you are still not satisfied after the second stage, you can appeal to the Council's Chief Executive who will arrange to investigate your complaint a third time. The Chief Executive will acknowledge your complaint within three working days and will normally send you a full written reply within ten working days.

If I'm Still Not Happy Can I Take My Complaint Further?

Yes, you can write to the Scottish Public Services Ombudsman at:

Scottish Public Services Ombudsman
FREEPOST, EH641

Telephone: 0800 3777 7330

Fax: 0800 377 7331

Email: ask@spsso.org.uk

Website: www.spsso.org.uk

Text: 0790 049 4372

The Ombudsman is an independent person who investigates many types of complaints about local councils.

You can complain directly to the Ombudsman at any time. However, your complaint will usually only be considered by the Ombudsman after we have looked into it under our own complaints procedure.



To request this information in an alternative format e.g. large print, braille, computer disk, audio tape, or suitable language, please contact any Council Service Point.

www.highland.gov.uk