

## How to make a complaint Stage One

You can complain in person, in writing, by telephone or by e-mail to your local Service Point or appropriate first point of contact.

They will either resolve your complaint immediately or pass it to an appropriate colleague.

They will let you know who is dealing with your complaint and the date by which you will be advised of the outcome.

## 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 who will arrange to have your complaint investigated.

Contact details for Service Directors are available at any Service Point.

## Stage Three

If you are still not satisfied, you should write directly to the Chief Executive who will arrange for your complaint and the way it was handled to be investigated.

Alistair Dodds  
Chief Executive  
Council Headquarters,  
Glenurquhart Road,  
Inverness IV3 5NX



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## Service Points

[service.point@highland.gov.uk](mailto:service.point@highland.gov.uk)

### BADENOCH & STRATHSPEY

Aviemore.....01479 811990  
School House, Milton Park  
Grantown on Spey.....01479 872539  
The Town House, The Square  
Kingussie.....01540 664502  
Council Offices, Ruthven Road

### CAITHNESS

Thurso.....01847 805500  
Council Offices, Rotterdam Street  
Wick.....01955 607719  
Area Office, Market Square

### INVERNESS

Ardersier.....01667 462658  
Station Road  
Drumnadrochit.....01456 459050  
Tourist Info Centre, Car Park  
Fort Augustus.....01320 366733  
Memorial Hall  
Inverness.....01463 703999  
23 Church Street  
Hilton.....01463 246007  
Hilton Village Complex

### LOCHABER

Acharacle.....01967 431487  
Acharacle Centre, Morrison Place  
Fort William.....01397 707256  
Lochaber House, High Street  
Kinlochleven.....01855 831663  
Library/Visitor Centre, Linnhe Road  
Mallaig.....01687 460027  
Mallaig Library & Community Centre

### NAIRN

Nairn.....01667 458550  
The Court House, High Street

### ROSS & CROMARTY

Alness.....01349 882366  
3/5 Obsdale Road  
Dingwall.....01349 868527  
Ross House, High Street

Fortrose.....01381 620797  
Leisure Centre, Deans Road  
Gairloch.....01445 712572  
Achtercairn  
Invergordon.....01349 852472  
62 High Street  
Lochcarron.....01520 722241  
Main Street  
Muir of Ord.....01463 870201  
Seaforth Road  
Tain.....01862 892122  
24 High Street  
Ullapool.....01854 612426  
North Road

### SKYE & LOCHALSH

Broadford.....01471 820075  
Industrial Estate, Old Corry Road  
Dunvegan.....01470 521878  
2 Lochside  
Kyle.....01599 534270  
Hamilton House, Plock Road  
Portree.....01478 613800  
Tigh-na-Sgìre, Park Lane

### SUTHERLAND

Bettyhill.....01641 521242  
Naver, Telecottage (NTC Bettyhill)  
Bonar Bridge.....01863 766838  
Carnegie Building, Lairg Road  
Brora.....01408 622644  
Gower Street  
Dornoch.....01862 812000  
The Meadows  
Durness.....01971 511750  
Durine  
Golspie.....01408 635200  
Main Street  
Helmsdale.....01431 821742  
Community Centre, Dunrobin Street  
Lairg.....01549 402588  
New Buildings, Main Street  
Lochinver.....01571 844777  
Culag Annex, Culag Pier



## Service Point Network Customer Service Standards



## Lìonradh nan Ionad Sheirbheisean Inbhean Seirbheis Luchd-cleachdaidh

Our priority is to improve the quality of life in the Highlands through the provision of high quality services to our communities. We are committed to ensuring that customer care is an integral part of our service.

When customers make contact with the Highland Council, they will receive consistently high standards of customer service. Our aim is to make sure that these standards enable everyone to have access to all areas and means of service delivery.

Our aim is to continuously improve.

## How to contact the Council

You can phone, write, Fax or visit one of our Service Points. A list of contact numbers is at the back of this leaflet. Alternatively you can e-mail us on [service.point@highland.gov.uk](mailto:service.point@highland.gov.uk).

You can contact us in an emergency 24 hours a day, every day of the year on the following numbers:

- Housing Repairs: 0845 7002005
- Transport Environment and Community Works/ Social Work: 0845 7697284

## Courtesy and helpfulness

- We will greet all our customers in a polite and courteous manner.
- We will be respectful and give customers our full attention.
- We will wear name badges and use full name and title when communicating with customers.
- We aim to provide access for all.
- We will offer the use of private customer interview rooms where available.

## Waiting times

- You will be seen within 10 minutes of your arrival at any Council Service Point.
- If you have an appointment, then the officer will be present at the agreed appointment time.
- All Council employees will carry appropriate identification when they make home visits.

## When you telephone us

- We will answer your telephone call within 10 rings.
- We will return all calls promptly if an answer cannot be given.
- We will give our name to all customers when we answer the phone.
- We will log all telephone calls for a colleague who is out of the office.
- We will have a telephone answering machine operating "out of hours" to supply emergency contact numbers for essential services.

## When you put it in writing

### Letter, e-mail or fax

- We will send you an acknowledgement within 3 working days. More complex enquiries may require extra time but we will endeavour to reply within a maximum of a further 10 working days. If our reply is likely to exceed this, we will inform you of this and regularly update you.
- We aim to use plain English and present information in a clear, easy to read format.
- We will avoid the use of jargon or confusing abbreviations.
- We will ensure that all correspondence will include a name and direct dial telephone number.

## If things go wrong

- We will offer a full apology and an explanation.
- We will take action to remedy any shortfall in service.
- We will view any complaints constructively and as a tool to improve our service.
- We will inform you what action has been taken to rectify the issue or concern.
- We will ask our customers if the complaint has been resolved to their satisfaction.

## Health & Safety and Data Protection

- We will follow recommended Health and Safety guidelines to ensure all our Service Points are a safe and comfortable environment for our customers.
- We will comply fully with the Data Protection Act in all our dealings with our customers and Data Protection packs are available in all our Service Points.

## Customer satisfaction

- We will undertake regular customer satisfaction surveys.
- We will provide customer comment cards, suggestion leaflets and complaint and comment forms in all our Service Points.
- We will display the results of all customer surveys in our Service Points and on the Internet.
- We will be representative of all sections of our communities in our surveys.

## Ensuring customers can access our services and information

- All our Service Points will be clearly signed with the Highland Council logo.
- We will aim to ensure that our Service Points and services are accessible to all. We will ensure that where, for example, premises are not currently accessible, a reasonable alternative way of delivering a service is provided.
- We will ensure that Council information is made available in all our Service Points.
- We will aim to have all published information written in plain English and this will be reviewed annually.
- Information on Council services and policies will be available in alternative formats such as large print, audio tape and other languages on request.

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.



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[www.highland.gov.uk](http://www.highland.gov.uk)