

Customer Comments

We are seeking to continuously improve our services, and welcome feedback from all service users, potential service users, partner agencies and staff.

Please let us know if you feel we could improve our Complaints and Comments procedures by contacting the Unit Manager at the number below.

Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on **0131 242 8181**

Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is **01506 651115**. A loop system is also available in all offices.

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هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

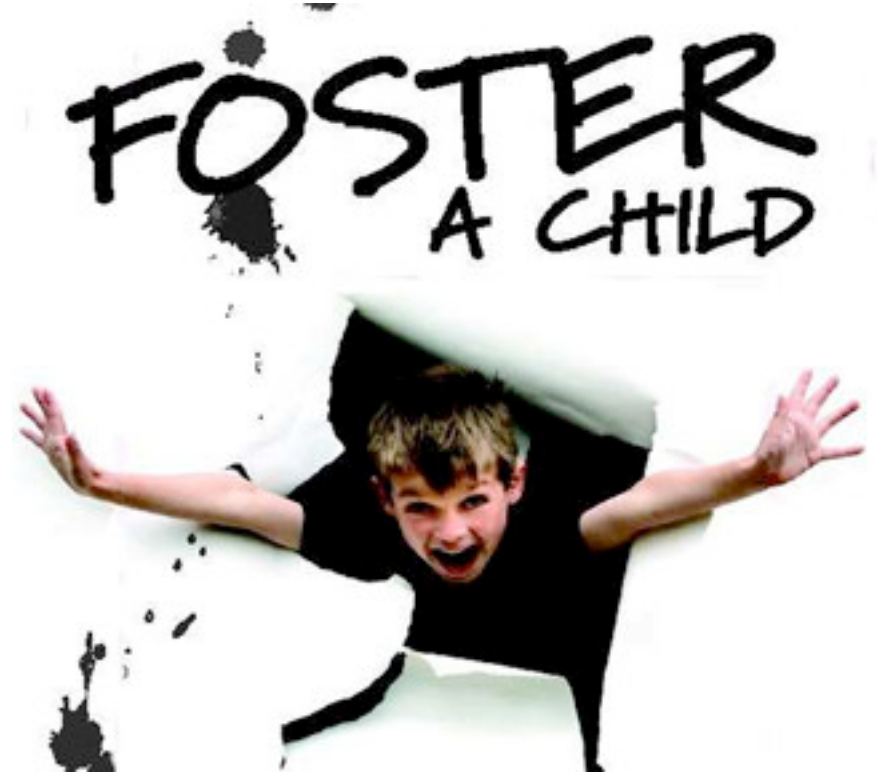
এই তথ্য আপনি ব্রইল, টেক্স, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পড়তে ও শুনতে পারবেন। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

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：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬੋਲ) ਨਿਰੂਪਿਤ ਹੋ ਸਕਦੇ ਹਨ ਅਤੇ ਇਹ ਸਮੇਂ ਸੀਆ ਠੀਕ ਤਰ੍ਹਾਂ ਵਿਚ ਉਪਲਬਧ ਹੋ ਸਕਦੀ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਸੇਵਾ ਨੂੰ ਵਰਤਣ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸੰਪਰਕ ਕਰੋ: 0131 242 8181

یہ معلومات بریل (نہ صرف کے رسم الخط)، ٹیپ، بڑے حروف کی علامت اور کمپیوٹر میں ہولی ہائیڈرو پین میں دستیاب ہے۔
براہ مہربانی انگریزی یا دیگر زبانوں سے تعلق رکھنے والے لوگوں سے رابطہ کریں۔ 0131 242 8181 پر رابطہ قائم کریں۔

Children & Families Resource Team



Contact us:

Tel. 01506 775959

Fax. 01506 775926

Email: fostercare@westlothian.gov.uk

www.wlresources.org.uk



Complaints & Comments

Children & Families Resource Team Complaints, Comments and Suggestions

We aim to provide an excellent standard of service to you, but we're only human and mistakes can sometimes be made. When this happens, we like to know about it so that we can put things right, so please raise any concerns you have with your liaison worker who will do his or her best to help. If your liaison worker is unable to resolve any issue, s/he will report it to a manager within the team (see opposite)

If you feel you do not wish to raise the matter with your liaison worker, you can speak to the Resource Manager or Senior Social Worker and they will try to resolve things as quickly as possible. We aim to resolve complaints, where possible, within five working days. Of course, we are not always able to do that but we will make sure we deal with your issue as quickly as we possibly can.

Our Complaints Procedure is shown opposite. We always try to resolve any challenges locally at team level, but if we are unable to do this then you may wish to formally complain using West Lothian Council's "Points of View" leaflet, available at reception. This will result in a senior officer of the council independently dealing with your complaint, again within prescribed timescales.

Another way you can complain is by contacting the Care Commission, the government agency which carries out our annual inspection. You can do this by writing to them or calling them direct at

Care Commission, Stuart House, Eskmill
Musselburgh EH21 7PB Tel. 0845 600 8335

Of course, you may not have a complaint, but simply want to make a comment or suggestion about our service, or even a compliment if we have done something well. If this is the case, feel free to speak with any member of staff and we will listen carefully to what you have to say.

Complaints Procedure

