

Details of your Feedback

(please provide as much detail as you can)

Date

Place

Detail

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.....

Have you reported this already?

Yes / No

If yes, please provide as much information as you can about when this matter was raised and with whom and any details you can supply?

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If you are making a complaint, how would you like to see the Council resolve it?

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.....

.....

Date

Send your completed form free of charge to:
Midlothian Council, Feedback, Freepost SCO5613, DALKEITH, EH22 0BR

FEEDBACK AND COMPLAINTS



Communicating Loud and Clear

We are happy to translate on request and provide information and publications in other formats, including Braille, tape or large print.

如有需要我們樂意提供翻譯本，和其他版本的資訊與刊物，包括盲人點字、錄音帶或大字體。

Zapewnimy tłumaczenie na żądanie oraz dostarczymy informacje i publikacje w innych formatach, w tym Braillem, na kasecie magnetofonowej lub dużym drukiem.

ਅਸੀਂ ਸੰਗ ਕਰਨ ਤੇ ਖੁਸ਼ੀ ਨਾਲ ਅਨੁਵਾਦ ਅਤੇ ਜਾਣਕਾਰੀ ਤੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਪ੍ਰਕਾਸ਼ਨ ਪ੍ਰਦਾਨ ਕਰਾਂਗੇ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਬਰੇਲ, ਟੇਪ ਜਾਂ ਵੱਡੀ ਛਪਾਈ ਸ਼ਾਮਲ ਹਨ।

Körler için kabartma yazılar, kaset ve büyük nüshalar da dahil olmak üzere, istenilen bilgileri sağlamak ve tercüme etmekten memnuniyet duyarız.

اگر آپ چاہیں تو ہم خوشی سے آپ کو ترجمہ فراہم کر سکتے ہیں اور معلومات اور دستاویزات دیگر شکلوں میں مثلاً بریل (بڑے حروف کے لیے) اور بڑے حروف کی کھائی میں، ٹیپ پر یا بڑے حروف کی کھائی میں فراہم کر سکتے ہیں۔

Contact 0131 270 7500 or
email: enquiries@midlothian.gov.uk

COMMENTS, COMPLAINTS & COMPLIMENTS

We need your Feedback to help us improve and develop our services. Did we do well or badly? Have you a comment to make? Do you want to make a complaint, or compliment a member of staff or a service? Please get in touch. You can write, email feedback@midlothian.gov.uk, phone, visit us, or you can use this form. An electronic form is available on our website.

IF YOU WANT TO MAKE A COMPLAINT...

We will deal with this through our Feedback procedure. This sets out how we will handle your complaint and the timescales we will follow so you can be assured your complaint will be responded to promptly.

How does it work?

Contact us with your complaint or submit the attached form and provide as much detail as possible to let us investigate the matter fully. Tell us where you think we went wrong and what action you think the Council can take to put things right. For full details of our Feedback procedure visit www.midlothian.gov.uk/feedback or contact Feedback on 0131 561 5444.

STAGE 1

The first thing we will do is try to put things right, so for example if your bin hasn't been lifted on the appointed day, we will arrange for this to be done. If we still do not collect it we will formalise your complaint and deal with it under the following procedure.

STAGE 2

Your complaint will be allocated to the appropriate Feedback Officer for the Council division concerned and acknowledged. This is a senior officer who will investigate your complaint and respond to you with their findings, usually within 10 days. If your issue is particularly complex, or there is a reason they are unable to respond within that timescale, they will be in touch to agree a new response date.

STAGE 3

If you are not satisfied with the response you receive from the Feedback Officer you can ask for the matter to be reviewed by Midlothian Council's Chief Executive. He will acknowledge your complaint and arrange for the matter to be investigated and responded to within 10 days, or within a timescale that he agrees with you.

STAGE 4

If having followed Midlothian Council's complaints procedure you are still not happy, you can take your complaint to an adjudicator and ask for the matter to be investigated. In our response we will tell you who the relevant adjudicator is. This will normally be the Scottish Public Sector Ombudsman and they do not usually accept complaints that have not been the subject of the Council's own complaints process first. Contact them at:

SPSO
4 Melville Street
Edinburgh
EH3 7NS
Tel 0800 377 7330
Fax 0800 377 7331
Text 0790 049 4372
Email ask@spsso.org.uk

Or write to SPSO
Freepost EH641
Edinburgh EH3 0BR

SOCIAL WORK COMPLAINTS ONLY

By law, complaints about social work services follow a standard procedure. If you have a complaint about this service, please contact the Social Work Client Relations Officer on 0131 271 3645.

FEEDBACK FORM

If you need help to complete this form, or would prefer to give your feedback by telephone please call us on 0131 561 5444.

Details (If you are completing this form on behalf of another person, please also provide your contact details if you wish to be responded to.)

Mr/Mrs/Ms/Other

Forename Surname.....

Address.....

.....

..... Postcode

Contact Telephone No.....(Home/Work/Mobile)

Email Address

(please tick if applicable) *I am acting on behalf of the above named person. Please contact me in response to this feedback*

Mr/Mrs/Ms/Other

Forename Surname.....

Address.....

.....

..... Postcode

Contact Telephone No.....(Home/Work/Mobile)

Email Address

Your Feedback

Is your Feedback a:

Comment / Compliment / Complaint / General enquiry / Service request?
(please circle)