

## Contact us



Please use the numbers listed in this leaflet to contact the relevant department.



Complaint forms are available from all Council departments



Copies of the formal procedure are also available online at [www.shetland.gov.uk](http://www.shetland.gov.uk)



You can fill in our complaints form online at: [www.shetland.gov.uk/comments\\_complaints](http://www.shetland.gov.uk/comments_complaints)



## Who do I contact if I want to complain?

### What can I do if I'm still not satisfied?

You can choose at any stage to take your complaint directly to the Scottish Public Services Ombudsman (SPSO) which is an independent and impartial organisation who will make enquiries and find out if anything can be done to put things right.

Before taking up your complaint, the Ombudsman is likely to make sure that the Council has had a reasonable opportunity to resolve it first. Contact details are:

**Scottish Public Services Ombudsman (SPSO)**  
**4 Melville Street**  
**Edinburgh**  
**EH3 7NS**

**Tel: 0800 377 7330    Text: 0790 049 4372**  
**Fax: 0800 377 7331    Email: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)**

“Get it right first time”

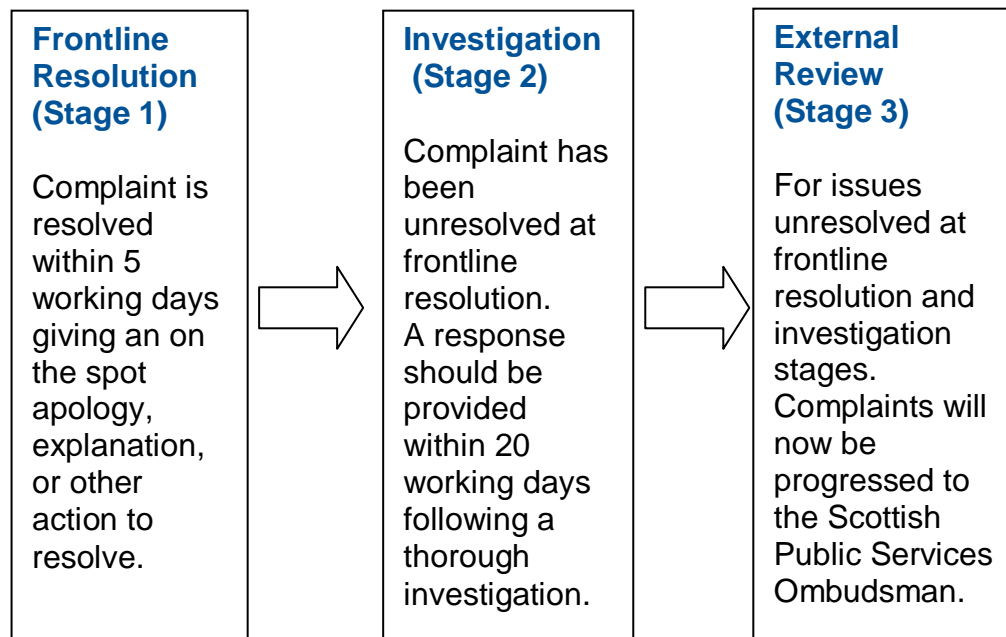
## How do I complain?

You can complain in writing, by phone or in person to the Council department concerned.

## Our aims

- ✓ To deal with complaints fairly, efficiently and effectively and improve customer satisfaction as a result
- ✓ To ensure that all complaints are handled in a consistent manner throughout the organisation
- ✓ To feed back customer comments

## The complaints process



## Community Health and Social Care Complaints

Anyone receiving care services from us has the right to complain either direct to the Care Inspectorate or to us.

The Care Inspectorate's contact details can be found on their website:

<http://www.scswis.com/> or telephone 0345 600 9527

Please dial code 01595 unless otherwise stated

**Chief Executive:** 8 North Ness, Lerwick ZE1 0LZ. Tel: 744500

**Children's Services:** Hayfield House, Lerwick, ZE1 0QD. Tel: 744 000

**Children and Families** – 744400

**Children's Resources** – 744000

**Psychological Services** – 745588

**Schools** – 744000

**Shetland Library** – 743868

**Sports and Leisure** – 744000

**Community Health and Social Care Services:** Upper Floor, Montfield, Burgh Road, Lerwick, ZE1 0LA. Tel: 743697

**Adult Services** – 744308

**Community Care Resources** – 744400

**Criminal Justice** – 744449

**Mental Health** – 744345

**Occupational Therapy** – 744319

**Corporate Services:** 8 North Ness, Lerwick ZE1 0LZ. Tel: 744570

**Finance** - 744681

**Development Services:** 8 North Ness, Lerwick ZE1 0LZ. Tel: 744940

**Housing** – 744360

**Planning** – 744293

**Community Planning & Development** – 743888

**Economic Development** – 744940

**Shetland College** – 771000

**Transport Planning** - 744886

**Infrastructure Services:** Gremista, Lerwick ZE1 0PX. Tel: 744800

**Environment & Transport Operations** – 744100

**Environmental Health and Trading Standards** – 745250

**Ferry Operations** (Sella Ness) – 01806 244 232

**Harbour Master and Port Operations** (Sella Ness) – 01806 244 200

**Roads** – 744866

**Waste Management & Energy** – 745250