

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



You can fill in our complaints form online at: www.shetland.gov.uk/comments_complaints

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)

Freepost address: Freepost SPSO (*this is all you need to write on the envelope, and you do not need to use a stamp*)

Tel: 0800 377 7330

Fax: 0800 377 7331



Who do I contact if I want to complain?

“Get it right first time”

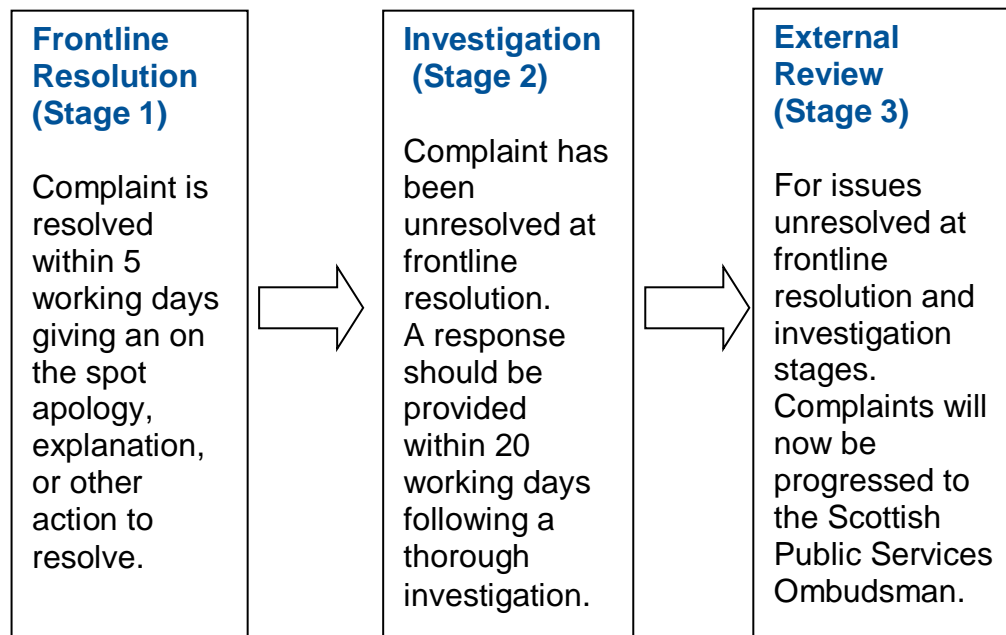
How do I complain?

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 – 744000

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: 744308

Adult Services – 744308

Community Care Resources – 743697

Criminal Justice – 744400

Allied Health Professionals – 744319

Adult Social Work - 744400

Corporate Services: 8 North Ness, Lerwick ZE1 0LZ. Tel: 743824

Assets, Commissioning & Procurement – 744140 (Land and Property Issues)

Finance - 744681

Development Services: Solarhus, 3 North Ness, Lerwick ZE1 0LZ.

Tel: 744564

Housing – 744360

Planning – 744293

Community Planning & Development – 743888

Economic Development – 744940

Shetland College – 771000

Transport Planning - 744886

Infrastructure Services: Gremista, Lerwick ZE1 0PX. Tel: 744723

Estate Operations – 744100

Ferry Operations (Sella Ness) – 01806 244 232 / 7444200

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

Roads – 744866

Environmental Services – 744891