



**Scottish Natural Heritage**  
**Dualchas Nàdair na h-Alba**

All of nature for all of Scotland  
Nàdar air fad airson Alba air fad

## **Comments, compliments and complaints**

**2017**

### **HAVE YOUR SAY**

If something goes wrong and you are dissatisfied with our services, if we've done well or you can see an area for improvement, please tell us. If we've done something wrong, let us apologise, learn from our mistakes and ensure we don't do it again.

### **HOW DO I CONTACT YOU?**

You can complain in person at any of our offices (contact details are overleaf), by phone, in writing, or online via our complaints form at <http://www.snh.gov.uk/contact-us/online-enquiries-service/>. You can also use this form to send us your compliments and feedback. We welcome correspondence in Gaelic and, where appropriate, will respond in Gaelic.

### **OUR COMPLAINTS HANDLING PROCEDURE**

Scottish Natural Heritage defines a complaint as being: 'An expression of dissatisfaction by one or more members of the public about Scottish Natural Heritage's action or lack of action, or about the standard of service provided by or on behalf of Scottish Natural Heritage.' We take all complaints seriously and use them to improve our service.

If you complain directly to the member of staff you're dealing with, it may be possible to solve the problem immediately.

If your complaint is about a Board Member, you may take it to the Public Standards Commissioner, details overleaf.

We follow the Scottish Public Services Ombudsman's guidance on complaint handling. A more detailed Customer Guide can be found at: <http://www.snh.gov.uk/contact-us/complaints-and-customer-care/>

### **STAGE 1 – FRONTLINE RESOLUTION**

We aim to quickly resolve straightforward complaints within 5 working days; or immediately when possible. You should contact the Area Office nearest you.

#### **Area Office contact details**

#### **ARGYLL AND THE OUTER HEBRIDES**

**David Maclennan, Area Manager**

32 Francis Street, Stornoway, Isle of Lewis, HS1 2ND  
t: 01851 705258 f: 01851 704900  
e: [argyll\\_outerhebrides@snh.gov.uk](mailto:argyll_outerhebrides@snh.gov.uk)

#### **FORTH**

**Andy Dorin, Area Manager**

Silvan House, 3<sup>rd</sup> Floor East, 231 Corstorphine Road, Edinburgh, EH12 7AT  
t: 0131 316 2600 f: 0131 316 2690  
e: [forth@snh.gov.uk](mailto:forth@snh.gov.uk)

## **NORTHERN ISLES AND NORTH HIGHLAND**

### **Kristin Scott, Area Manager**

The Links, Golspie Business Park, Golspie, Sutherland KW10 6UB  
t: 01408 634063  
e: north@snh.gov.uk

## **SOUTH HIGHLAND**

### **George Hogg, Area Manager**

Fodderty Way, Dingwall Business Park, Dingwall IV15 9XB  
t: 01349 865333  
e: south\_highland@snh.gov.uk

## **SOUTHERN SCOTLAND**

### **Roddy Fairley, Area Manager**

Greystone Park, 55-57 Moffat Road, Dumfries DG1 1NP  
t: 01387 272440 f: 01387 259247  
e: southern\_scotland@snh.gov.uk

## **STRATHCLYDE AND AYRSHIRE**

### **Kerry Wallace, Area Manager**

Caspian House, Mariner Court, Clydebank Business Park, Clydebank G81 2NR  
t: 0141 951 4488  
e: strathclyde\_ayrshire@snh.gov.uk

## **TAYSIDE AND GRAMPIAN**

### **Denise Reed, Area Manager**

Battleby, Redgorton, Perth, PH1 3EW,  
t: 01738 444177 f: 01738 458611  
e: tayside\_grampian@snh.gov.uk

## **STAGE 2 – INVESTIGATION**

Our Investigation stage deals with three types of complaint:

- cases not resolved at Stage 1
- complex in nature and are immediately apparent that detailed investigation is required
- involve members of senior management

At stage 2, we will acknowledge receipt of your complaint within 3 working days; where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for. We aim to provide a full response within 20 working days.

Your local Area Manager should be your first point of contact. For further advice:

### **Martin Stubbs-Partridge, Communications Officer**

Scottish Natural Heritage, Great Glen House, Leachkin Road, Inverness IV3 8NW  
t: 01463 725077  
e: martin.stubbs.partridge@snh.gov.uk

### **STAGE 3 - EXTERNAL REVIEW**

If you're not satisfied with our response, you have the right to ask the Scottish Public Services Ombudsman (SPSO) to review your complaint.

A complaint can also be made to the Ombudsman on your behalf by a representative authorised by you, such as your Member of Scottish Parliament (MSP), local councillor or any person you consider suitable to represent your interests. The SPSO will only consider complaints that have been through our own complaints handling procedure.

Contact details for the SPSO are.

#### **Scottish Public Services Ombudsman**

Freepost EH641, Edinburgh EH3 0BR

t: 0800 377 7330 f: 0800 377 7331

online: <https://www.spsos.org.uk/complain/form/start/>

If your complaint is about a Board or Committee Member, you can contact the:

#### **Commissioner for Ethical Standards in Public Life in Scotland**

Thistle House, 91 Haymarket Terrace. Edinburgh, EH12 5HE

t: 0300 011 0550 f: 0131 220 5419

e: [investigations@ethicalstandards.org.uk](mailto:investigations@ethicalstandards.org.uk)

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