



## 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

April 2014

## 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 [www.snh.gov.uk/contact-us/customer-feedback/feedback/](http://www.snh.gov.uk/contact-us/customer-feedback/feedback/). You can also use this form to send us your compliments and feedback.

## 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: [www.snh.gov.uk/contact-us/customer-feedback/complaints/](http://www.snh.gov.uk/contact-us/customer-feedback/complaints/)

# Beachdan, molaidhean agus gearanan

Giblean 2014

## INNIS DHUINN

Ma thèid rudeigin ceàrr agus chan eil sibh toilichte leis an t-seirbheis a tha sinn a' toirt seachad, ma tha sinn air rudeigin a dhèanamh math neo ma 's urrainn dhuinn rudeigin a dhèanamh nas fhèarr, innis dhuinn. Ma tha sinn air rudeigin a dhèanamh ceàrr, leig leinn ag ràdh gu bheil sinn duilich agus ionnsaichidh sinn bho na rinn sinn ceàrr gus nach dèan sinn a-rithist e.

## CIAMAR A CHUIREAS MI FIOS THUGAIBH?

Ma tha sibh airson gearan a thogail, faodaidh sibh tadhail air gin de na h-oifisean againn (fiosrachadh thar na duilleige), fòn a chur thugainn, sgrìobh thugainn no gearan a chur thugainn air loidhne aig: [www.gaelic.snh.gov.uk/mu-snh/cuiribh-fios-thugainn/fios-air-ais/](http://www.gaelic.snh.gov.uk/mu-snh/cuiribh-fios-thugainn/fios-air-ais/). Faodaidh sibh cuideachd am foirm seo a chleachdadh gus molaidhean agus fios a chur thugainn.

## DÒIGH DÈILIGIDH GHEARANAN

Tha Dualchas Nàdair na h-Alba a' mìneachadh gearan mar a leanas: 'Mì-thoileachas aig cuideigin mu dheidhinn rud a rinn no nach do rinn Dualchas Nàdair na h-Alba neo mun ìre sheirbheis air a thoirt seachad le no às leth Dualchas Nàdair na h-Alba.' Tha gearanan cudromach dhuinn agus bidh sinn gan cleachdadh gus seirbheis nas fhèarr a thoirt seachad.

Ma chuireas sibh fios dìreach chun neach-obrach ris a bheil sibh a' dèiligeadh, 's dòcha gun tèid an duilgheadas a chur ceart sa bhad.

Ma tha gearan agaibh mu Bhall a' Bhùird, faodaidh sibh ur gearan a thoirt gu Coimiseanair Inbhean Poblach. Tuilleadh fiosrachaidh thar na duilleige.

Bidh sinn a' leantainn stiùireadh Ombudsman Seirbheisean Poblach na h-Alba ann a bhith a' dèiligeadh ri gearanan. Gheibhear barrachd fiosrachaidh anns an lù do Chustamairean aig: [www.snh.gov.uk/contact-us/customer-feedback/complaints/](http://www.snh.gov.uk/contact-us/customer-feedback/complaints/)

## **STAGE 1 – FRONTLINE RESOLUTION**

We aim to quickly resolve straightforward complaints within 5 working days; or immediately when possible.

### **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

#### **FORTH**

**Iain Rennick, Area Manager**  
46 Crossgate, Cupar, Fife, KY15 5HS  
t: 01334 654038 f: 01334 656924  
e: forth@snh.gov.uk

#### **NORTHERN ISLES AND NORTH HIGHLAND**

**Lesley Cranna, 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**

**Chris Miles, 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**

**Ross Johnston, Area Manager**  
Caspian House, Mariner Court, Clydebank  
Business Park, Clydebank G81 2NR  
t: 0141 951 4488 f: 0141 951 4510  
e: strathclyde\_ayrshire@snh.gov.uk

#### **TAYSIDE AND GRAMPIAN**

**David Bale, Area Manager**  
Inverdee House, Baxter Street, Torry,  
Aberdeen AB11 9QA  
t: 01224 266500 f: 01224 895958  
e: tayside\_grampian@snh.gov.uk

## **ÌRE 1 – A' CHIAD FHUASGLADH**

Tha sinn ag amas air gearanan furasta fhuasgladh taobh a-staigh 5 làithean obrach; no sa bhad far a bheil e comasach.

### **Cuiribh fios dhan Oifis Sgìreil**

#### **EARRA-GHÀIDHEAL & NA H-EILEANAN A-MUIGH**

**David MacLennan, Manaidsear Sgìreil**  
32 Sràid Fhrangain, Steòrnabhagh, Eilean Leòdhais,  
HS1 2ND  
f: 01851 705258 facs: 01851 704900  
p-d: argyll\_outerhebrides@snh.gov.uk

#### **FOIRTHE**

**Iain Rennick, Manaidsear Sgìreil**  
46 Crois na Geata, Cupar, Fìobh, KY15 5HS  
f: 01334 654038 facs: 01334 656924  
p-d: forth@snh.gov.uk

#### **NA H-EILEANAN A TUATH AGUS GÀIDHEALTACHD A TUATH**

**Lesley Cranna, Manaidsear Sgìreil**  
Am Machair, Pàirc Gnothachais Goillspidh, Goillspidh,  
Cataibh KW10 6UB  
f: 01408 634063  
p-d: north@snh.gov.uk

#### **GÀIDHEALTACHD A DEAS**

**George Hogg, Manaidsear Sgìreil**  
Slighe Fodhraitidh, Pàirc Gniomhachais,  
Inbhir Pheofharain IV15 9XB  
f: 01349 865333  
p-d: south\_highland@snh.gov.uk

#### **ALBA A DEAS**

**Chris Miles, Manaidsear Sgìreil**  
Pàirc Greystone, 55-57 Rathad Moffat,  
Dùn Phris, DG1 1NP  
f: 01387 272440 facs: 01387 259247  
p-d: southern\_scotland@snh.gov.uk

#### **SRATH CHLUAIDH AGUS SIORRACHD INBHIR ÀIR**

**Ross Johnston, Manaidsear Sgìreil**  
Taigh Caspian, Cùirt a' Mharaiche, Pàirc Gnothachais  
Bhruch Chluaidh, Bruach Chluaidh G81 2NR  
f: 0141 951 4488 facs: 0141 951 4510  
p-d: strathclyde\_ayrshire@snh.gov.uk

#### **TAOBH TATHA AGUS ROINN A' MHONaidh**

**David Bale, Manaidsear Sgìreil**  
Taigh Inbhir Dhè, Sràid Baxter, Torraidh,  
Obar Dheathain AB11 9QA  
f: 01224 266500 facs: 01224 895958  
p-d: tayside\_grampian@snh.gov.uk

**FOR ALL OTHER CONCERNS, PLEASE CONTACT:**

**Martin Stubbs-Partridge,  
Customer Relations Officer**

Scottish Natural Heritage, Great Glen House,  
Leachkin Road, Inverness IV3 8NW  
t: 01463 725077 f: 01463 725067  
e: martin.stubbs.partridge@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; and provide a full response within 20 working days

We will arrange for one of the following members of the SNH Management Team to investigate further

**Ian Jardine, Chief Executive**

e: ian.jardine@snh.gov.uk

**Andrew Bachell, Director**

(responsible for Operations)

e: andrew.bachell@snh.gov.uk

**Ron Macdonald, Director**

(responsible for Policy & Advice)

e: ron.macdonald@snh.gov.uk

**Joe Moore, Director**

(responsible for Corporate Services)

e: joe.moore@snh.gov.uk

The above Directors can be contacted at  
Scottish Natural Heritage, Great Glen House,  
Leachkin Road, Inverness IV3 8NW  
t: 01463 725000 f: 01463 725067

**AIRSON DRAGHAN SAM BITH EILE, CUIRIBH FIOS GU:**

**Martin Stubbs-Partridge,  
Oifigear Dàimh Phoblach**

Dualchas Nàdair na h-Alba, Taigh a' Ghlinne Mhòir,  
Rathad na Leacainn, Inbhir Nis IV3 8NW  
f: 01463 725077 facs: 01463 725067  
p-d: martin.stubbs.partridge@snh.gov.uk

**ÌRE 2 - SGRÙDADH**

Tha an Ìre Sgrùdaidh againn a' dèiligeadh ri trì sheòrsaichean ghearain:

- cùisean nach deach fhuasgladh aig Ìre 1
- cùisean doirbh agus a tha feumach air mion-sgrùdadh
- cùisean anns a bheil àrd-luchd-stiùiridh an sàs

Air ìre 2, aithneachaidh sinn taobh a-staigh 3 làithean obrach gu bheil sinn air a' ghearan agaibh fhaighinn; far a bheil e iomchaidh, bruidhnidh sinn ribh mun ghearan agaibh gus tuigse fhaighinn air carson a tha sibh fhathast mì-thoilichte agus dè fhuasgladh a tha sibh a lorg; agus freagraidh sinn taobh a-staigh 20 làithean-obrach.

Cuiridh sinn air dòigh e gun dèan aon de na buill a leanas bho Sgioba Stiùiridh SNH sgrùdadh a bharrachd

**Ian Jardine, Ceannard**

p-d: ian.jardine@snh.gov.uk

**Andrew Bachell, Stiùiriche**

(an urra ri Obraichean)

p-d: andrew.bachell@snh.gov.uk

**Ron Macdonald, Stiùiriche**

(an urra ri Poileasaidh & Comhairle)

p-d: ron.macdonald@snh.gov.uk

**Joe Moore, Stiùiriche**

(an urra ri Seirbheisean Corporra)

p-d: joe.moore@snh.gov.uk

Cuiribh fios dha na Stiùirichean aig  
Dualchas Nàdair na h-Alba, Taigh a' Ghlinne Mhòir,  
Rathad na Leacainn, Inbhir Nis IV3 8NW  
f: 01463 725000 facs: 01463 725067

## **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  
e: ask@spsso.org.uk  
text message: 0790 049 4372

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

**Public Standards Commissioner**  
39 Drumsheugh Gardens, Edinburgh, EH3 7SW  
t: 0300 011 0550 f: 0131 220 5419  
e: investigations@ethicalstandards.org.uk

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

## **ATH-SGRÙDADH A-MUIGH**

Mur h-eil sibh toilichte le ar freagairt, faodaidh sibh fios a chur gu Ombudsman Seirbheisean Poblach na h-Alba (SPSO) gus ath-sgrùdadh a dhèanamh air ur gearan.

Dh'fhaodar gearan a chur dhan Ombudsman às ur leth le riochdaire a tha sibh fhèin air a thaghadh, mar eisimpleir Ball Pàrlamaid na h-Alba (BPA), comhairliche ionadail neo cuideigin a tha sibh a' smaointinn a bhiodh freagarrach airson gur riochdachadh. Cha gabh an SPSO ach gearanan a tha air a dhol tro na modhan-obrach againn fhìn airson dèiligeadh ri gearanan.

Gheibhear an SPSO aig

**Ombudsman Seirbheisean Poblach na h-Alba**  
Freepost EH641, Dùn Èideann EH3 0BR  
f: 0800 377 7330 facs: 0800 377 7331  
p-d: ask@spsso.org.uk  
teacsa: 0790 049 4372

Ma tha gearan agaibh mu Bhall a' Bhùird, faodaidh sibh an gearan agaibh a thoirt gu:

**Coimiseanair Inbhean Poblach**  
39 Gàraidhean Drumsheugh, Dùn Èideann EH3 7SW  
f: 0300 011 0550 facs: 0131 220 5419  
p-d: investigations@ethicalstandards.org.uk

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