

Contact Details:

- Linda Sayers - Centre Co-ordinator
E-Mail : Linda.sayers@westlothian.gov.uk
- Anthony Johnson - Chairperson
Strathbrock Management Committee Association
- Dennis Cairney
Community Facility Development Officer
West Lothian Council
Lindsay House
Bathgate EH48 1TS
- West Lothian Council Services Enquiry Tracking System
Freephone 0800 328 5143

***Suggestion, Complaint or
Comments Form***

**Strathbrock
Community Education Centre**

189A West Main Street, Broxburn, EH52 5LH

Office: 01506 771733/43

For Office Use only

Date Rec'd: _____

Actioned: _____

Completed: _____



In order to help with the smooth running of Strathbrock Community Education Centre, please follow the undernoted guidelines to inform us of any problems you may have with the facilities offered.

Your suggestion, complaint or comment may be dealt with differently depending on its nature. If the suggestion, complaint or comment is about the community facility you can pass it to the Co-ordinator who will try and deal with it immediately.

If the suggestion, complaint or comment cannot be dealt with by the Co-ordinator it will be channelled either to the Management Committee to be dealt with at their next meeting, the Line Manager or another service for further action.

Alternatively any suggestions, complaints or comments can be made through the West Lothian Council Services Enquiry Tracking System procedure on Freephone 0800 328 5143.

Your suggestions, complaints or comments are important to us. We appreciate your feedback whether negative or positive, as it will help to improve our service.

Complete the form attached to this leaflet and hand into the office or post to the address overleaf.

We will make sure that your complaint is:

- ◆ Acknowledged within 3 working days
- ◆ Treated with confidence

Our aim is to complete all complaints within 10 working days.

Strathbrock Community Centre Suggestion, Complaint or Comment's Form

Date: _____

Name: _____

Address: _____

Your Suggestion, Complaint or Comment :

Signed: _____