

Keeping things right

We are proud of our performance in meeting the needs of our customers, and we are grateful to them for the many favourable comments we receive. But we are not perfect, and if you think something is not right about our service, or if you have a suggestion about how we can improve our performance, we want to know about it.

Here is what you can do

There are a number of options available. You may take any or some of them as you see fit.

Step 1

Speak to a member of our staff or search room supervisor. Everyone working with our customers will wear a name badge, or will give his or her name on the telephone. So you should know who is speaking to you when you seek assistance. We note down every customer comment on a form, so please be prepared to give a *brief* description plus your own name and address.

Step 2

Ask to speak to the Duty Manager. If you are a public counter or Extract Services customer, contact the Extract Services Manager on 0131 314 4446. In every other case, contact our Casework Manager on 0131 314 4467. These two managers together cover most of our customer services, but they will also put you in touch with a specialist colleague if that seems more appropriate.

Step 3

If you are in our building, fill in a customer comment form. The point you make will be seen and considered. If you give your address and if we can give you an answer, we shall write back within ten working days.

Step 4

Write a letter addressed to the Registrar General. You may mark it 'In Confidence' if it concerns a member of our staff, but please don't mark it 'Personal' since this can cause delay in handling letters when the Registrar General is out of the office. We shall write back within ten working days of opening your letter.

Whatever the matter you raise with us and at whatever level, we shall try first to explain what happened. If we have got something wrong, we shall apologise, and if we can, we shall try to put it right, refunding money you have paid if this is appropriate.