



Comments Count

the customer comments & complaints procedure
for Clyde Muirshiel Regional Park

Clyde Muirshiel Park Authority is committed to the provision of good service and facilities for all our customers. Your opinion is valued. We welcome your comments and suggestions as well as your complaints.

Hopefully we can sort any issues quickly **on the spot** however if you are still not happy, please follow the 3 stage **complaints process** as outlined below.

On the Spot: Speak to a Member of Staff onsite and if they can, they will try to resolve any problems on the spot. Alternatively use the information online to 'Contact Us'.

In Person	Castle Semple, Greenock Cut or Muirshiel Visitor Centre
By Phone	01505 842 882
By Email	info@clydemuirshiel.co.uk
By Letter	Clyde Muirshiel Regional Park, Castle Semple Centre, Lochlip Road, Lochwinnoch, PA12 4EA

If you are not happy with the on the spot response, please contact us directly.

Stage 1 Frontline Resolution Complain directly in person, by phone, letter or email, we will try to resolve your complaint within 5 working days if we can, we may contact you by phone or in person to try and resolve things. If you are unhappy with the response, you can ask us to consider your complaint at stage 2.

Stage 2 Investigation This should be in writing clearly stating your name, address, telephone number and the exact nature of your complaint include relevant dates, times and the location. You will receive an acknowledgement of your complaint within 3 working days. Depending on the nature of the complaint, we aim to give a full response within a further 10 working days. If we are unable to meet this timetable we will advise you of when you may expect a later response.

Stage 3 Appeal If you are dissatisfied with our stage 2 response, you can write to the Clerk to Clyde Muirshiel Park Authority, Renfrewshire Council, Renfrewshire House, Cotton St, Paisley PA1 1WB asking them to review the case. You will be sent acknowledgement within 3 working days telling you when you can expect a full reply, depending on the nature of the complaint, the Clerk to the Park Authority aims to give a full response within a further 20 working days.

Scottish Public Services Ombudsman (SPSO) can be contacted at www.spsp.org.uk
Or SPSO 4 Melville Street, Edinburgh, EH3 7NS; free phone advice line 0800 377 7330
NB the SPSO will not normally accept your complaint until you have been through our complaints procedure.

