

# Complaints Fact Sheet

## 1. You can make a complaint by:

- Contacting the Lothian & Borders CJA Office by telephone, fax, email or letter:

Address: Scottish Borders Council Area Office, Rosetta Road, Peebles EH45 8HG

Telephone: 01721 726314

Fax: 01721 726309

Email: [cjal&b@scotborders.gov.uk](mailto:cjal&b@scotborders.gov.uk)

- Contacting your local CJA elected Member:

**West Lothian:** Councillor John Muir (Convenor) [john.muir@westlothian.gov.uk](mailto:john.muir@westlothian.gov.uk) (01506 777296)

**Scottish Borders:** Councillor Sandy Scott [sandyscott@scotborders.gov.uk](mailto:sandyscott@scotborders.gov.uk) (01835 840632)

**East Lothian:** Councillor Kenny McLeod [kmcleod1@eastlothian.gov.uk](mailto:kmcleod1@eastlothian.gov.uk) (01620 827016)

**Midlothian:** Councillor Margot Russell [margot.russell@midlothian.gov.uk](mailto:margot.russell@midlothian.gov.uk) (0131 271 3087)

**City of Edinburgh** Councillor Paul Edie [paul.edie@edinburgh.gov.uk](mailto:paul.edie@edinburgh.gov.uk) (0131 529 3172)

## 2. Complaints Procedure

- The Lothian & Borders Community Justice Authority Complaints Procedure is available read or download from our website [www.cjalb.co.uk/News](http://www.cjalb.co.uk/News), Publications, Events.
- You can receive a paper copy of the Complaints Procedure by calling the CJA office on 01721 726 314.

## 3. You will need to provide:

- Your name, address and contact number
- A clear description of your complaint
- Details of any previous contact with the CJA regarding your complaint

## 4. What happens next?

- Complaints will be acknowledged within 5 working days, telling you who will be dealing with your complaint.
- You will receive a reply to your complaint within 20 working days. Should we be unable to do so, we will write to you to explain why and indicate when you expect a full reply.
- If we are at fault we will apologise and try to put matters right.
- If we believe we are not at fault we will explain why.
- If you are unhappy with our response you can send your complaint to the Scottish Public Service Ombudsman at:

Scottish Public Service Ombudsman  
FREEPOST EH641  
Edinburgh EH3 0BR  
Telephone: 0131 225 5300