

How are we doing?

We want you to be happy with service we provide at StartScotland. This means making sure we listen to your comments and suggestions so we can improve the way we do things.

Please tell us what you think so that we can continue to provide a high quality service for you and other participants.

Your feedback

In general how satisfied are you with the service we provide?



Very satisfied



Satisfied



Neither satisfied nor unsatisfied



Unsatisfied



Very unsatisfied

Please state why?

Please use the space below to give us more detailed feedback on our service, whether this is good or bad – we want to know!

If you would like a response to your feedback please give us your name and contact details

Thanks you for your time, your feedback is important to us.

www.startscotland.scot

0800 049 7061



@StartScotland



Fairer
Scotland
Scottish
Government

If you are unhappy with our service, and wish to make a complaint, please get in touch as soon as possible so we can resolve the problem. We have a formal complaint procedure to make sure we respond to you quickly.

Please let us know what you think by either:

- speaking to your personal adviser or their manager in person
- contacting us through our website at www.startscotland.scot
- calling us on Freephone 0800 049 7061
- emailing us at feedback@startscotland.scot copying in FairStartScotlandFeedback@gov.scot
- completing the form and putting it in the feedback box in one of our offices.

Full details of our complaints procedure can be found on www.startscotland.scot

We will:

- take the time to listen to your complaint
- try to offer an immediate solution or pass your complaint to the relevant manager
- send you an acknowledgement letter within two working days of receiving your complaint
- pass your complaint to the relevant manager and carry out further investigations and give you a formal written response within five working days
- take preventative action to ensure the problem does not occur again
- keep you informed at every stage of the investigation and process
- use your feedback to improve our service.

0800 049 7061

www.startscotland.scot

info@startscotland.scot



StartScotland



@StartScotland