

## COMPLAINTS PROCEDURE

This is a guide to the Edinburgh Tram Inquiry complaints procedure.

### Why have a complaints procedure?

Within the Edinburgh Tram Inquiry Team we aim to be professional, efficient, and helpful and continually look for ways to improve. We recognise that we may not get it right every time. When we receive complaints we look to resolve them quickly and also learn from them. Having a complaints procedure ensures that any concerns about our service are dealt with speedily and fairly.

### If you wish to make a complaint:

Please contact Angela Worth, Secretary to the Inquiry, in the first instance, at:

**Email:** [angela.worth@edinburghtraminquiry.org](mailto:angela.worth@edinburghtraminquiry.org)

**Telephone:** 0300 244 1940

Or write to Angela at:

Edinburgh Tram Inquiry  
Area G-C North  
Victoria Quay  
The Shore  
Edinburgh EH6 6QQ

We undertake to:

- Acknowledge your complaint within 5 working days
- Fully investigate your complaint
- Provide you with a written response within 28 working days, unless a longer period has been agreed with you.

If you are still unhappy with the response, or the way we dealt with your complaint, you should write to:

Lord Hardie  
Chairman to the Edinburgh Tram Inquiry  
Area G-C North  
Victoria Quay  
The Shore  
Edinburgh EH6 6QQ