

## Attachment 5.3 – Roads Enquiries

1. Correspondence from MSP's, MP's, MEP's	2. Briefing or correspondence requests from Transport Scotland Officials	3. Direct Correspondence to Operating Company (from councillors, the public or businesses)	4. Correspondence from the Roads Customer Care Line ( <a href="mailto:info@trafficscotland.org">info@trafficscotland.org</a> )	5. Written complaints to Operating Company (from councillors, public or businesses)
<p><b>1.1 Enquiries relating to Scottish Government or Transport Scotland regarding funding, policy or sensitive political matters;</b></p> <p>1.1.1 Issue acknowledgement receipt to customer (1 W/Day).</p> <p>1.1.2 Forward to Transport Scotland as they will respond to the customer (1 W/Day).</p> <p>1.1.3 Use standard reporting template as specified by Transport Scotland to provide background information/contribution. Send to Transport Scotland for inclusion in their response to the customer (3 W/Days).</p> <p><b>1.2 Enquiries relating to basic operational information, programme information on planned and or rescheduled works and information contained within the public domain.</b></p> <p>1.2.1 Issue acknowledgement receipt to customer (1 W/Day).</p> <p>1.2.2 Record details of enquiry and issue response to the customer. Close enquiry and save response to the customer on the system. Provide copy of final response to Transport Scotland (20 W/Days).</p>	<p><b>2.1 Parliamentary Questions (PQ);</b></p> <p>2.1.1 Provide background to Transport Scotland request as per PQ type below and use standard reporting as specified by Transport Scotland.</p> <p>a) Written Parliamentary Questions (2 W/Days).</p> <p>b) Oral Parliamentary Questions (1 W/Day).</p> <p>c) First Minister Parliamentary Questions (No later than 1 W/Day).</p> <p>d) Topical Parliamentary Questions (within commissioning request)</p> <p><b>2.2 Contributions for briefings or draft response;</b></p> <p>2.2.1 Provide response to Transport Scotland (3 W/Days).</p> <p>2.2.2 If unable to respond within timescales, inform Transport Scotland.</p> <p><b>2.3 Environmental Information (Scotland) Regulations 2004 – Briefing requests;</b></p> <p>2.3.1 Provide information to Transport Scotland (3 W/Days).</p> <p>2.3.2 Use standard report template specified by Transport Scotland.</p> <p><b>2.4 Freedom of Information (Scotland) Act 2002 – Briefing requests;</b></p> <p>2.4.1 Provide response to Transport Scotland (3 W/Days).</p> <p>2.4.2 Use standard report template specified by Transport Scotland.</p> <p><b>2.5 The Data Protection Act (2018) – Subject Access Requests;</b></p> <p>2.5.1 Provide response to Transport Scotland (3 W/Days).</p> <p>2.5.2 Use standard report template specified by Transport Scotland.</p> <p><b>2.6 Data Protection Act (2018) – Breeches;</b></p> <p>2.6.1 Provide response to Transport Scotland (3 W/Days).</p> <p>2.6.2 Use standard report template specified by Transport Scotland.</p> <p><b>2.7 GDPR and data management policy and/or compliance requests;</b></p> <p>2.7.1 Provide response to Transport Scotland (3 W/Days).</p> <p>2.7.2 Use standard report template specified by Transport Scotland.</p>	<p><b>3.1 Enquires relating to Scottish Government or Transport Scotland regarding funding, policy or sensitive political matters;</b></p> <p>3.1.1 Issue acknowledgement receipt to customer (1 W/Day).</p> <p>3.1.2 Forward to Transport Scotland (1 W/Day). Transport Scotland will confirm who is most appropriate to respond, Transport Scotland or Operating Company.</p> <p>3.1.3 Use standard reporting template as specified by Transport Scotland to provide background information/contribution. Send to Transport Scotland for inclusion in their response to the customer (5 W/Days).</p> <p>3.1.4 If Transport Scotland confirm Operating Company to respond, the Operating Company should respond directly to customer and copy response to Transport Scotland (20 W/Days).</p> <p><b>3.2 Enquiries relating to Operating Company operational and business matters, actions or decisions;</b></p> <p>3.2.1 Issue acknowledgement receipt to customer (1 W/Day).</p> <p>3.2.2 Record details of enquiry and issue response to the customer. Close enquiry and save response to the customer on the system (20 W/Days).</p> <p><b>3.3 Enquiries relating to the Environmental Information (Scotland) Regulations 2004 or the Freedom of Information (Scotland) Act 2002;</b></p> <p>3.3.1 Respond to customer explaining that this legislation does not apply to private companies such as the Operating Company. Advise correspondent to contact Transport Scotland directly (1 W/Day).</p>	<p><b>4.1 Correspondence relating to Operating Company operational matters, actions or decisions;</b></p> <p>4.1.1 Accept enquiry from customer care line system.</p> <p>4.1.2 Confirm correctly allocated (1 W/Days). If enquiry has been incorrectly allocated, reject on system and transfer to correct responder, i.e. another OC, DBFO or TS. The OC should also provide feedback to the Customer Care Line Operator regarding incorrect allocation.</p> <p>4.1.3 Transport Scotland shall provide draft standard text for use in direct replies if required.</p> <p>4.1.4 Respond directly to the customer (10 W/Days).</p> <p>4.1.5 If unable to respond within 10 W/Days, issue interim reply explaining why and provide estimated date of response, however, this should be no later than 20 W/Days from when the enquiry was generated.</p> <p>4.1.6 Use any system provided by Transport Scotland to manage and store correspondence.</p> <p><b>4.2 Complaints relating to Operating Company operational issues, matters or decisions;</b></p> <p>4.2.1 Follow process outlined within 5.2 – Direct Complaints to Operating Company Process.</p>	<p><b>5.1 Complaints relating to Scottish Government or Transport Scotland, regarding funding, policy or sensitive political matters;</b></p> <p>5.1.1 Issue acknowledgement receipt to customer (1 W/Day).</p> <p>5.1.2 Forward to Transport Scotland (1 W/Day). Transport Scotland will confirm who is most appropriate to respond, Transport Scotland or Operating Company.</p> <p>5.1.3 Use standard reporting template as specified by Transport Scotland to provide background information/contribution. Send to Transport Scotland for inclusion in their response to the customer (2 W/Days).</p> <p>5.1.4 If Transport Scotland confirm Operating Company to respond, the Operating Company should respond directly to the customer and copy response to Transport Scotland (20 W/Days).</p> <p>5.1.5 If Transport Scotland respond, they will follow Transport Scotland's complaints procedure.</p> <p><b>5.2 Complaints relating to Operating Company operations, actions or decisions (e.g. claims);</b></p> <p>5.2.1 Issue acknowledgement receipt to customer (1 W/Day).</p> <p>5.2.2 Stage 1 – Record details of complaint on system and resolve frontline and respond to the customer (3 W/Days). If unable to respond to customer within timescale, issue interim response with options for escalation in unhappy.</p> <p>5.2.3 Stage 2 – If unable to resolve within timescale or further investigation required, inform customer and provide draft version of final response to the Director (15 W/days)</p> <p>5.2.4 Issue final response to customer (20 W/Days).</p> <p>5.2.4 Provide information to customer on escalation to SPOS and advise next steps as set out in the Roads Complaints Handling Procedure.</p> <p><b>5.3 Complaints relating to claims handling by the Operating Company;</b></p> <p>5.3.1 Follow process outlined in 5.2, above, ensuring that staff addressing the complaint are independent from the claims process.</p>

All correspondence requests and tasks noted above are to be submitted by email or any other electronic means specified by the Director between the relevant parties named above.