

Our purpose

As the Scottish Government's economic and community development agency for the north and west of Scotland, HIE's purpose is to generate sustainable economic growth in every part of the Highlands and Islands.

Our vision

We want the Highlands and Islands to be a highly successful and competitive region in which increasing numbers of people choose to live, work, study and invest.

Our priorities

- Supporting businesses and social enterprises to shape and realise their growth aspirations.
- Strengthening communities and fragile areas.
- Developing key sectors, particularly distinctive regional opportunities.
- Creating the conditions for a competitive and low-carbon region.

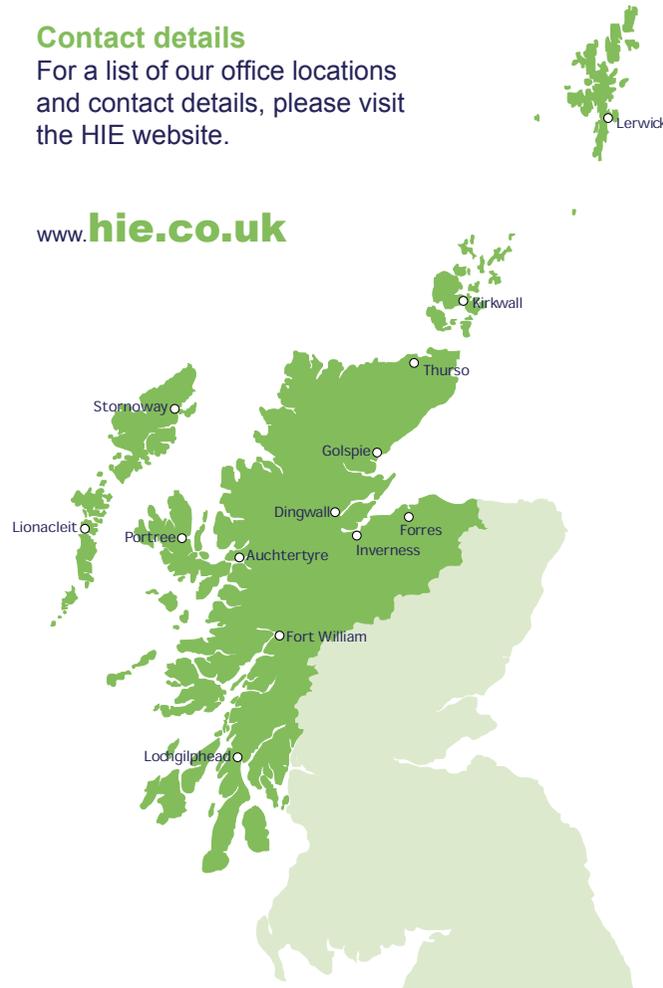


Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

Contact details

For a list of our office locations and contact details, please visit the HIE website.

www.hie.co.uk



Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

Are you happy with our service?

Highlands and Islands Enterprise

Cowan House
Inverness Retail and Business Park
Inverness IV2 7GF
t. 01463 234171
e. info@hient.co.uk



Ambitious for *Scotland*

We want to hear your views

Our service

Highlands and Islands Enterprise (HIE) is committed to ensuring that our services meet the needs of our customers and are delivered to a high standard.

However, we recognise that sometimes we may not get things right.

If you have a concern about the quality of our service, we want to hear it.

For further information, please visit www.hie.co.uk

Reporting a concern

We take seriously all concerns and complaints that we receive.

The member of staff you are dealing with will often be the best person to address the concern quickly and easily, so please speak to them in the first instance.

Naturally, you may sometimes prefer to deal with a different member of staff.

Either way, we will always try to resolve concerns at this first point of contact.

If the issue cannot be resolved immediately, we aim to take no longer than five working days. If more time is needed, we will contact you to apologise and explain.

Complaints procedure

If you need to complain, we have a simple and easy to use procedure.

You can put a complaint to us in writing or by phone using the contact information below.

Business Improvement
Highlands and Islands Enterprise
Cowan House
Inverness Retail and Business Park
Inverness
IV2 7GF

e: customer.service@hient.co.uk
t: 01463 244 403

An internal investigation of the complaint will be carried out on behalf of the HIE Chief Executive or a HIE director. If the complaint is about the Chief Executive, it will be investigated by the Chair.

All complaints will be acknowledged within three working days. A full and considered reply will normally be sent to you within 20 working days. If we need more time, we will contact you and explain.

If we have not upheld our standards, we will apologise, explain and state the action we are taking to make sure the problem does not happen again.

Scottish Public Services Ombudsman

If you remain dissatisfied after a complaint has been investigated by HIE, you have the right under the Scottish Public Services Ombudsman Act 2002 to complain to the Scottish Public Services Ombudsman.

Please note there is a 12-month time limit for submission of complaints to the Scottish Public Services Ombudsman.

The Scottish Public Services Ombudsman
4 Melville Street
Edinburgh
EH3 7NS

t: 0800 377 7330
www.spsso.org.uk