Contact Us Response Procedure

Receiving

Calls received from our Contact Us form on Scotland's Environment website are logged in the call tracking system Supportworks .

Information stored on each call includes:-

- name
- e-mail address
- details of enquiry
- record of any communications required to resolve the call
- a unique call reference number

Responding

Each call will be responded to with any relevant information being e-mailed to the person enquiring. In order to provide an appropriate response, it may sometimes be necessary to share the information stored with some or all of the following parties:-

- SEPA Internal web team
- Scotland's Environment Editorial Team
- Scotland's Environment Web partners

Where information is shared with a Partner, the Partners will be asked to provide a response e-mail to the person enquiring and to copy (CC) SEWeb.administrator@sepa.org.uk, so that the progress of responses external to SEPA can still be tracked.

Response times to calls are driven by SEPA Service Level Agreement (SLA) of 4 weeks ; every effort will be made to resolve each call within that timescale.

Tracking

A record of each call is held in Supportworks until the call has been resolved and the enquirer has been provided with a suitable response to their enquiry. The call can then be closed. If need be a call can be reactivated.

In addition, Scotland's Environment will store a list of calls in an excel document recording:-
- Date logged
- Name
- E-mail address
- Details of Enquiry
- Actions
- Date resolved

This excel document ensures all calls are tracked to completion and helps trace calls that have been assigned outside Scotland's Environment Supportwork stack to either WebTeam stack or externally to partners.