

making a complaint about public services in Scotland

Here are some guidelines for making a formal complaint:

- 1** Contact the organisation that you want to complain about and ask them for details of their 'formal complaints procedure'. Most formal complaints procedures have two or three stages, so that people at various levels of the organisation can look at the complaint.
- 2** Put your complaint in writing and keep a copy of the letter. There is an example on the back of this leaflet about how you might like to lay out your letter.
- 3** Make sure you write to the correct member of staff at the right address. If you are unclear who to write to, write to the Chief Executive at the Head Office who will pass your letter on to the right person.
- 4** If the organisation responds to you by telephone, ask them to confirm their response in writing.
- 5** If you are unhappy with the response you receive, write to the person at the next stage of the complaints procedure, clearly stating that the letter is a formal complaint. Write in the letter what your complaint is about, why you are unhappy with the response received and what you would like them to consider.

If, once you have been through the full formal complaints procedure and received a final reply, you are still unhappy, then please contact the SPSO for a complaint form.

The SPSO investigates complaints about most public service providers in Scotland including Councils, The National Health Service, The Scottish Executive, colleges and universities, Registered Social Landlords and Scottish public authorities.

However, the SPSO can usually only consider complaints after the formal complaints procedure of the organisation providing the service has been fully completed.

Contact details:

Tel **0800 377 7330**
Fax **0800 377 7331**
Text **0790 049 4372**
Email **ask@spsso.org.uk**
Web **www.spsso.org.uk**

Address
SPSO
Freepost EH641
Edinburgh
EH3 0BR

SPSO Scottish
Public
Services
Ombudsman

Your Name

Address

Date

Name

Job Title

Organisation Address

Dear _____

FORMAL COMPLAINT

I would like you to consider the following points as a formal complaint.

Details of your complaint – describe what has gone wrong and how you have suffered as a result. Try to make this clear and concise.

What, in your view would resolve the problem. Be clear about what you would like to happen as a result of making the complaint. Are you looking for an apology, a change in policy, a service that should have been provided but was not? Make this clear in your letter.

I look forward to receiving acknowledgement of this letter in writing with an estimated timescale of when you will be able to provide a full response to the points raised.

Yours ...

Your name