

# Our Service Standards

This leaflet provides information about our service standards and explains what to do if you are unhappy with our service.

Freephone: **0800 377 7330**  
Fax: **0800 377 7331**  
Text: **0790 049 4372**  
Website: **[www.spsso.org.uk](http://www.spsso.org.uk)**

## **SPSO**

**Freepost EH641**  
**Edinburgh EH3 0BR**

We can give you this leaflet in other languages and formats (such as large print or Braille) if you ask.

# Our service standards

**Our aim is to provide a high quality and customer focused complaint handling service.**

## **1 Accessibility – meeting your needs**

We aim to be accessible to everyone. We can provide information about our service in different formats and languages. Our office is accessible to wheelchairs and we have a portable induction loop if you have hearing difficulties. If you have other accessibility needs, please let us know.

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## **2 Our contact with you**

When we contact you, we will aim to be polite and professional. We will treat you with dignity and respect. We will always try to set out our decisions clearly, without using jargon.

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## **3 Dealing with cases as promptly as we can**

We aim to deal with your complaint quickly and efficiently. When we start work on your case, we will regularly tell you about the progress we are making.

# If you are unhappy with our service

We know that we can't please everyone all of the time – and our decisions can disappoint those who don't get the outcome they had hoped for. But whatever the outcome of your case, we hope you will be satisfied with the quality of the service we provide.

We know that, as in any organisation, things can sometimes go wrong. Please tell us if this happens, so that we can put things right and learn from any mistakes. We would like to hear from you if you are not satisfied with any part of our service, for example if you think we have:

- treated you unfairly or rudely
- failed to explain things clearly; or
- caused unreasonable delays.

You should tell us about your concerns as soon as you can. You should contact us at the latest within three weeks of the incident or issue you are unhappy with.

If your concern is about a member of staff, we will tell that person that a complaint has been made about them, and we will ask them for their views. They will not be involved in looking into the issue in any other way. If we find that your concern about our service is justified, we will apologise and tell you how we will deal with the problem. Where relevant, we will also tell you how we plan to make sure the mistake does not happen again.

We take complaints about our service very seriously. We want to know if things go wrong so that we can put them right and improve our service in the future.

# Unhappy with our service?

April 2010

## Step 1: Manager

You should first contact the manager of the member of staff whose service you are unhappy with. They will contact you within three working days to let you know they have received your complaint. They will provide a clear response, setting out any action we need to take, within 10 working days. Most problems can be dealt with at this stage.



## Step 2: Director of Corporate Services

If you are still unhappy, you can write to our Director of Corporate Services, setting out your concerns. Please clearly mark your letter 'service delivery complaint'. They will contact you within three working days to let you know they have received your complaint, and will aim to send a full response within 20 working days.



## Step 3: Independent Service Delivery Reviewer

If you have given us the opportunity to respond to your concerns about our service and you are still not happy, you can contact the Independent Reviewer. We will provide contact details for them in our final letter to you. They will contact you within three working days to let you know they have received your complaint. They will let you know within 10 working days what they can consider and will aim to provide you with a full response within 40 working days.