

our service standards

This form is only for complaints about our service

We take complaints about our service very seriously

It is important that you read this information before filling in this form.

We publish the standards that you should expect from our service. If you feel that we have not kept our commitments to these standards when dealing with you and your complaint, use this form to let us know what you are unhappy with.

We deal with complaints about our decision on your complaint by a different process. If you are unsure which process to use, please ask us.

Complete as many sections of this form as possible. If you need help or a different language or format (such as large print or Braille) please contact us. Our freephone number is 0800 377 7330.

Section 1

What aspects of our service are you unhappy about? *tick box*

- How we treated you
- How we communicated with you
- How long we took to deal with your case
- How we met your needs

Tell us, using the box below, what we did wrong

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Section 2

Tell us what we can do to put things right. *Please give details below*

Your contact details

Full name (Mr/Mrs/Ms/Miss)

Address

Postcode

Daytime phone no(s)

Email address

SPSO reference number

How you would like us to contact you

**Our service standards leaflet explains
how we look at service complaints.
For a leaflet, call 0800 377 7330.**

SPSO Scottish
Public
Services
Ombudsman