

SPSO Complaints Form

We are the Scottish Public Services Ombudsman (SPSO). We look at complaints about the following public services in Scotland, after you have completed their complaints procedure.

- **Councils**
- **Colleges and Universities**
- **The NHS**
- **Scottish Prison Service**
- **Housing Associations**
- **Other Scottish public service providers**
- **Scottish Government**
- **Most water and sewerage service providers**

We look at complaints that have been through the complaints process of the organisation concerned and after you have received their final reply. Please send us a copy of their final letter with this form.

Fill in this form clearly and remember to sign it and return it with copies of paperwork about your complaint.

If you need help filling in this form or need it in another format or language, you can:

- **phone us on freephone 0800 377 7330**
- **text us on 0790 049 4372**
- **contact us online at this link: www.spsso.org.uk/contact-us**

You can read more online about what our service does. See **www.spsso.org.uk**. If you don't have access to the internet and would like information, please call us on freephone **0800 377 7330**.

The SPSO service is free, independent and impartial

The law says that we can normally only look at complaints that:

- have completed the organisation’s complaints procedure
- have not been dealt with by a court

And unless there are special circumstances, we can’t look at complaints about things that you knew about more than twelve months ago.

When did the problem you are complaining about happen?

Month Year

If you have known about this for more than 12 months please tell us why you are bringing it to us now (give details below).

Our advice team is here to help. If you need advice before sending your complaint to us, please call us on freephone 0800 377 7330.

Fill in the checklist below before filling in this complaints form. It will help us to help you if you can give us a copy of the organisation’s final letter about your complaint.

- I complained to the organisation about whose service I am unhappy.
- I have a copy of the organisation’s final reply to my complaint and copies of correspondence.
- The organisation told me to contact the SPSO in their final reply to my complaint.

Fill in the rest of this form and send it back to us with:

- The organisation’s reply to your complaint, including their final letter to you, if you have it.
- Copies of all relevant correspondence about the complaint including your letters of complaint to the organisation, if you have them. Please send photocopies with this complaint form.

We need you to send us the paperwork as well as the complaints form so that we can work on your complaint.

Section 2

From the information given in section 1 please now list the main points of complaint that you want us to look at.

(Please remember that we can only look at complaints that you have already made to the organisation).

Please list:

1.

2.

3.

4.

5.

If you need advice call us on freephone 0800 377 7330

Section 5

Person making the complaint

Please fill in this section with your details using **CAPITAL LETTERS**.

If you are complaining for someone else you must fill in this section **AND** section 6.

Your name: (Mr/Miss/Ms/Mrs/other)

Your address and postcode:

Your phone numbers

Daytime

Mobile

Your email:

Your signature:

Date:

Please tell us if you need information from us in another language or format by ticking the box below:

Braille

Audio version

Another language (give details)

Large font

Any other needs

Section 6

Complaining for someone else

If you are complaining for someone else fill in this section with their details using **CAPITAL LETTERS**.

Their name: (Mr/Miss/Ms/Mrs/other)

Their address and postcode:

Their phone numbers:

Daytime

Mobile

Their email:

What is your relationship to this person?

We need the person affected by the complaint to sign the consent below, if they can, to allow you to complain for them. If they are unable to sign for any reason, please tell us why in the box below.

Consent

I authorise the person named in Section 5 to make my complaint to the SPSO for me. I understand that the SPSO may give personal information about me and my complaint to this named person and the organisation being complained about.

Signed:

Date:

We may need more consent to obtain information from the organisation being complained about. We will tell you if this is needed.

Contact us



SPSO

Freepost EH641

Edinburgh

EH3 0BR

SPSO

4 Melville Street

Edinburgh

EH3 7NS



Advice line freephone **0800 377 7330**



Fax **0800 377 7331**



Text phone **0790 049 4372**



Website **www.spsso.org.uk**

Mobile site **<http://m.spsso.org.uk/>**



You can fill in our complaints form online at:

www.spsso.org.uk/complain/form

We can give you this form in other languages and formats (such as **LARGE PRINT** or Braille).