SPSO Complaints Form

We look at complaints about public services in Scotland.

This includes complaints about prisons, young offenders' institutions (YOIs) and other organisations that provide services for prisoners, such as the NHS or transport services.

We can only look at complaints after they have been through the prison or NHS complaints process and after you have received a final reply to your complaint.

Please make sure you have completed the right complaints process before sending your form to us.

Fill this form in clearly and remember to sign it and return it with any complaint paperwork that you have.

If you need help filling in this form or need it in a different format or language, please contact us on freephone **0800 377 7330**.

All prisoners have free, confidential access to our phone number.

The SPSO service is free, independent and impartial

Important information about prisoner complaints

We can only look at complaints after they have been through the right complaints process.

Most general complaints will go through the prison complaints process using prisoner complaint form 1 (PCF1).

Medical treatment complaints must first go to the prison health centre and through the NHS complaints process. See the leaflet 'Making a complaint about the NHS' for information.

Confidential or sensitive complaints must be made on prisoner complaint form 2 (PCF2).

Complaints about the process followed in a disciplinary hearing must be made on prisoner complaint form 1 (PCF1).

If you have not complained using the right complaints process before asking SPSO to look at your complaint, you should ask a member of prison staff for advice and information to help you. They can tell you what process to use for your complaint.

Our advice team can also help with enquiries. Before you send your complaint to us, please call us on freephone **0800 377 7330**.
All prisoners have free and confidential access to our phone number.

What we will and won't look at

Unless there are special circumstances, we won't look at the following:

- issues that happened more than a year ago.
- issues we have already dealt with, unless you have new information.

When we look at complaints we check to make sure that there are proper processes in place and that they have been followed in the right way.

We can't look at complaints about:

- the decision or punishment you received in a disciplinary hearing
- your conviction or sentence and decisions about parole or life licence
- cases where there are legal proceedings going on.

Fill in the checklist below before filling in this complaints form. It will help us to help you if you give us a copy of your complaint paperwork.

☐ I complained using the right complaints form.

☐ I have a final reply from the Governor in Charge, Director, NHS or other organisation.

Fill in the rest of this form and send it back to us with your complaint paperwork so that we can work on your complaint.

Please note, when you complete the prison complaints process, you will receive your filled-in prison form with the prison's final reply to your complaint. To help us look at your complaint, we need you to send this form to us, with the reply and any other complaint paperwork that you have.

Section 1

What are you complaining about?

Write the name of the prison, YOI, NHS board (including the name of the hospital or health centre your complaint is about) or other organisation in the box below. We can only look at complaints that have already been looked at by the organisation you name below.

Please tell us what your complaint is about and explain in detail what has gone wrong. Use the space below and continue on another sheet if you need to.

If you need advice call us on 0800 377 7330. All prisoners have free, confidential access to our phone number.

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 note that we can only look at complaints that you have already made to the prison, YOI, NHS or organisation).

Please list:

1.

2.

3.

4.

5.

If you need advice call us on 0800 377 7330. All prisoners have free, confidential access to our phone number.

Section 3

How have you suffered as a result of the complaint? Give details below:

Section 4

What do you want us to do for you?

If you need advice call us on 0800 377 7330. All prisoners have free, confidential access to our phone number.

Section 5

Person making the complaint

Please fill in this section using CAPITAL LETTERS.

Your name:

Prisoner number:

Hall number: **Cell number:**

Prison address:

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

SPSO Scottish Public Services Ombudsman

Contact us

We are a free service.

To phone us, use the freephone number below.

To write to us, put 'privileged correspondence' on your envelope and use the freepost address below. You don't need a stamp.

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Advice line freephone **0800 377 7330**

All prisoners have free, confidential access to our phone number.

Opening hours: Monday, Wednesday, Thursday, Friday 9am – 5pm
Tuesday 10am – 5pm

We can give you this form in other formats (such as large print or Braille).