

Customer service complaints form

This form is only for complaints about our service. We take complaints about our service seriously.

Our customer service complaints leaflet tells you how we'll consider complaints about our service. If you're unhappy with our service, use this form to let us know.

If you are not satisfied with our **decision** on your independent review of your Scottish Welfare Fund application, you need to use a different process. Our leaflet 'Asking us to reconsider our decision' explains how we reach a decision and the circumstances in which you may ask us to reconsider it. Please contact us for a copy of this leaflet. If you're unsure which process to use, please ask us.

Your contact details

Full Name **Mr / Mrs / Miss / Ms / Mx / Dr / Other** (please state)

Address

 Postcode:

Phone no(s)

Email

SPSO reference number

How you would like us to contact you (phone, post or email)?

Section 1

What aspects of our service are you unhappy about?

Please give details below.

Section 2

Tell us what we can do to put things right

Please give details below. If you need more space, please attach more paper.

Please return this form to FREEPOST SPSO. You don't need to use a stamp.

Please contact us if you need help with this form, or would like it in another language or format (such as large print, audio or Braille).

Our phone number is 0800 014 7299 – calls are free to this number, even from mobiles.

