



# 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 complaint or on our independent review of your Scottish Welfare Fund (SWF) application, you need to use a different process. Our leaflets '**Your complaint, our decision**' and '**Asking us to reconsider our decision**' (SWF) explain how we reach a decision and the circumstances in which you may ask us to review it. These leaflets are available on our website or you can request a copy. 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

*You will be given a new reference number for this service complaint.*

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

*If you choose an email address as your preferred contact, please be aware that we may be sending you sensitive and personal information to that email. Email security can not always be guaranteed. If you choose this method of contact, you are confirming that you accept that risk.*

## Section 1

Please tell us which of our Customer Service Standards we have not met (*tick all that apply*)

- We will communicate effectively with you
- We will work in an open and fair way
- We will carry out our duties competently and responsibly

There is more information about these standards on our website here:

**[www.spsso.org.uk/our-customer-service-standards](http://www.spsso.org.uk/our-customer-service-standards)**

Please give details below.

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## 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.

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**Your signature**

**Date**

### Your information

We are committed to protecting your privacy. We use information given to us about you and your complaint (or review) for its intended purpose and in line with the Data Protection Act 2018, the SPSO Act 2002 and the Welfare Funds (Scotland) Act 2015. For more information about how we handle your privacy and protect your information see our website **[www.spsso.org.uk/privacy-notice-and-disclaimer](http://www.spsso.org.uk/privacy-notice-and-disclaimer)** or ask us for our leaflet.

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

SPSO freephone **0800 377 7330** SWF **0800 014 7299**

Website **[www.spsso.org.uk](http://www.spsso.org.uk)** SWF **[www.spsso.org.uk/scottishwelfarefund](http://www.spsso.org.uk/scottishwelfarefund)**

Please contact us if you would like this leaflet in another language or format (such as large print, audio, BSL or Braille).