

## Our Customer Service Standards

We are committed to delivering a high quality customer service that meets the needs of our customers and ensures fairness.

Our Customer Service Standards reflect our core values and are a set of commitments that shape how we interact with you. We use them to help us measure how well we are doing. They also explain what we need from you to help us deliver these commitments.

### SPSO Values

- Independent
- People centred
- Fair
- Learning and improving



## **Our commitment to you**

We will

- 1) Treat you with respect, dignity, and courtesy.
- 2) Communicate with you clearly and provide an accessible service.
- 3) Explain our role and what the law says we can and cannot do.
- 4) Listen to you to make sure we understand your complaint or Scottish Welfare Fund (SWF) review request, and what you want to happen as a result.
- 5) Where possible, signpost you to a different organisation if we are unable to help.
- 6) Give you the best estimate for how long things will take, and keep you updated.
- 7) Give you a decision on your complaint or SWF review as soon as we can, taking account of the work we need to do.
- 8) Apologise if we make mistakes, learn from them, and put things right as far as we can.
- 9) Tell you how you can ask us to review our decision if you disagree with it.
- 10) Check public bodies have done what we asked them to do as a result of your complaint or SWF review.

## **What we need you to do**

There are some things that you (or your representative) can do to help us to handle your complaint or SWF review effectively.

- Let us know if you have needs that we should be aware of so that we can take these into account when we communicate with you.
- Treat our staff with courtesy and respect. Our [Engagement Policy](#) sets out how we engage with our customers and protect staff from behaviour that may impact them.
- Understand that we cannot always give you the answer or outcome you are looking for – but we will always listen.

## How to complain about our service

If something goes wrong or you are not satisfied with our service, please tell us. You have the right to complain when things go wrong.

We take complaints about our service very seriously and have a special procedure for dealing with them.

- Our [complaints procedure](#) sets out how we handle complaints.
- Our [service complaints form](#) or [online form](#) enables you to make a complaint.

We measure the quality of how we deliver our service to you (our customer service) separately from the quality of our decisions on complaints and SWF reviews. If you are unhappy with the decision we have made on your public service complaint, whistleblowing complaint or SWF review, you can ask us for a review of the decision.

You can find out more about these processes on our website:

- [public service complaint decision review process](#)
- [whistleblowing complaint decision review process](#)
- [SWF reconsideration process](#)

## Tell us how we did

All [feedback and suggestions](#), positive and negative, are welcomed.

**If you need further information, or you need the leaflet and form in another language or format, please contact us.**

