



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**', '**Asking us to reconsider our decision**' (SWF) and '**Asking for decision review**' (INWO) 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.

Please select the service which your complaint relates to:

- SPSO (public service complaints)
- Scottish Welfare Fund
- Independent National Whistleblowing Officer

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 would you 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.spsa.org.uk/our-customer-service-standards

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.

Your signature

Date



What if I'm still dissatisfied?

After we have responded to your complaint, if you are still unhappy you can ask the Ombudsman's Independent Customer Service Complaints Reviewer (ICSCR) to investigate. Our final response letter to you will include contact details for the ICSCR. You should contact them within one month of receiving our decision.

In some circumstances where there may be concerns over potential conflicts of interest when complaining about SPSO senior staff, your service complaint can be taken straight to the ICSCR without going through the SPSO customer service procedure first. This remains at the discretion of the SPSO.

Information sharing with the ICSCR

Our normal stage 3 customer service complaint process is to give access to both public service complaint and customer service complaint case files to the ICSCR. It would then be up to the ICSCR to decide what is relevant or not. If you do not wish for the ICSCR to have either the public service complaint or both the public service complaint and customer service complaint case files shared with them you should email **ise-icscr@sps.gov.scot** to inform the SPSO of your decision to not share this information. If you chose to share the public service complaint case files but there are specific points you wish to be redacted, then please also email the SPSO with the details of which points you wish to be redacted.

The ICSCR is a non-statutory process that is independent from the SPSO. There may be times where the ICSCR notifies us they cannot look at or decides not to look at a complaint at stage 3. If this happens you can refer the case back to the Ombudsman directly who will decide what, if any action will be taken at that point.

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. To find out more about how we handle your information and your rights, see our website **www.sps.gov.uk/privacy-notice** or ask us for a copy.

How to contact us



Scottish Public Services Ombudsman
Bridgeside House
99 McDonald Road
Edinburgh EH7 4NS

If writing to us, please specify on the envelope if it is for the attention of SPSO, SWF or INWO.

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

If you would like to visit our office in person, you must arrange an appointment first by using the contact details below.



A freepost envelope can be supplied if this is required.



SPSO freephone	0800 377 7330
SWF freephone	0800 014 7299
INWO freephone	0800 008 6112



SPSO website	www.spsso.org.uk
SWF website	www.spsso.org.uk/scottishwelfarefund
INWO website	www.inwo.spsso.org.uk
SPSO contact form	www.spsso.org.uk/contact-form
SWF contact form	www.spsso.org.uk/scottishwelfarefund/contact-form
INWO contact form	www.inwo.spsso.org.uk/contact-form

Calls to and from SPSO phone lines may be recorded to check the quality of our service and help us do our job to help you. More details are in the privacy notice: **www.spsso.org.uk/privacy-notice**. Please ask if you want to confirm if a call is or is not being recorded or if you would like to know what options may be available to you if you do not wish to be recorded.

CSCForm-0524



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