



Complaints Form

We investigate complaints about public services in Scotland.

We can normally only look at complaints **after** they have been through the organisation's complaints process and **after** you have received their final reply.

Before filling in this form, please check that you have:

- completed the complaints procedure of the organisation that you are complaining about
- received a letter from the organisation which tells you to take your complaint to the SPSO if you are still unhappy

You will need to send us a copy of your original complaint to the organisation, a copy of the decision letter from the organisation as well as this complaints form so that we can work on your complaint.

You can fill in this form online at www.spsso.org.uk/complain

If you need help filling in the form the following organisations can assist:

Citizens Advice Scotland

Website: www.cas.org.uk

Or check your phone book for your local Citizens Advice Bureau.

Scottish Independent Advocacy Alliance

Tel: **0131 510 9410** Email: enquiry@siaa.org.uk Website: www.siaa.org.uk



What we will and won't investigate

The law says that we can normally only look at complaints that:

- have completed the organisation's complaints procedure
- have not been dealt with by a court

Unless there are special circumstances, we can't investigate issues that you knew about more than 12 months ago.

When did the problem you are complaining about happen?

Month: Year:

If you have known about this for more than 12 months, please tell us why you are bringing it to us now (give details below).

Our Assessment & Guidance team is here to help. If you need advice before sending your complaint to us, please call us on freephone **0800 377 7330**.

Section 1

What are you complaining about?

Write the name of the organisation you are making a complaint about.

Please tell us briefly in the box below what your complaint is about and what has gone wrong. Remember that we can only look at complaints that you have already made to the organisation. There is more space on page 8 of this form if you need it.

Section 2

From the information in section 1, please list the main points of complaint you want us to investigate.

1

2

3

SPSO freephone **0800 377 7330**

Section 3

How have you suffered as a result of what has happened?

Section 4

What do you want us to do for you?

Tell us what would resolve the complaint for you, or what outcome you want us to achieve?

Section 5

Person making the complaint

Please fill in this section with your details using CAPITAL LETTERS.

If you are complaining for someone else you must fill in this section **and** section 6.

If you include an organisation below, the consent in Section 6 authorises us to deal with anyone in your organisation on that person's behalf.

Your title: (Mr/Miss/Ms/Mrs/Mx/other)

Your first name

Your surname

Organisation (where appropriate)

Your address

Postcode

Your phone number(s)

Your email

What is your preferred method of contact? Letter

Email

Telephone

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 address. Email security can not always be guaranteed. If you choose this method of contact, you are confirming that you accept that risk.

Your signature

Date

In completing this form, I understand that the SPSO may share information about me with the organisation I am complaining about. Depending on the nature of the complaint, this may include sensitive personal information. The SPSO may access and review information held by the organisation I am complaining about. If the SPSO need to contact a third party about my complaint, they will usually let my representative know.

More information about how we process and protect your information can be found on our website

<https://www.spsa.org.uk/privacy-notice> Please note: If you have any questions or concerns please contact SPSO to discuss.

Please tell us if you need future information from us in a different format:

Braille

Audio version

Large font

Another language: _____

Other format: _____

Section 6

Complaining for someone else

If you are complaining for someone else, fill in this section with their details using CAPITAL LETTERS.

Their title: (Mr/Miss/Ms/Mrs/Mx/other)

Their first name

Their surname

Their address

Their postcode

Their phone numbers:

Home:

Daytime:

Mobile:

Their email:

What is your relationship to this person?

We need the person affected by the complaint to sign the consent on page 7, if they can, to allow you to complain for them. If they are unable to sign for any reason, please tell us why in the box below.

Consent

I authorise the person or organisation named in Section 5 to make my complaint to the SPSO for me.

I understand that if I have authorised an MSP or an organisation, this authorisation will include people working for the MSP and anyone working for the named organisation.

I understand that the SPSO may access and review information held by the organisation I am complaining about. If the SPSO need to contact a third party about my complaint, they will usually let my representative(s) know.

I also understand that the SPSO may share information about me with my representative(s). Depending on the nature of the complaint, this may include sensitive personal information.

Please note: If you have any questions or concerns, please contact SPSO to discuss. By signing this section of the form, you are agreeing that all communication with the SPSO on your complaint will be done via the person or organisation authorised to make the complaint on your behalf.

Signature	Date
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We may need more consent to obtain information from the organisation being complained about. We will tell you if this is needed.

Your information

We are committed to protecting your privacy. We use information given to us about you and your complaint for its intended purpose and in line with the Data Protection Act 2018 and the SPSO Act 2002. We may need to collect and share information with a number of sources to carry out our investigation and we may do this orally, in hard copy or by email. We may report on the outcome of the investigation. When we do so we do not name individuals. We may also use information we collect to compile statistics and undertake research and analysis. There may be public interest benefits in reusing information for these purposes. Information is completely anonymised.

Your views are valuable to us, and we may contact you again to invite you to take part in our surveys for research purposes.

To find out more about how we handle your information and your rights, see our website www.spsso.org.uk/privacy-notice or ask us for a copy. If you have any concerns about what we do, please let us know straight away.

Diversity monitoring form

We'd be very grateful if you would fill in this anonymous diversity monitoring form and return it to us with your complaint form or in a separate envelope to:

**SPSO, Bridgeside House
99 McDonald Road
Edinburgh EH7 4NS**

A freepost envelope can be supplied if this is required.

We collect this information to help us ensure we are reaching as many people as possible. It also helps us check for and remove any barriers that could prevent people using our service.

What you tell us on the form will be kept separate from what you tell us about your case. It does not affect how we look at your case. We store it anonymously on our secure database. Filling in the form is voluntary. We won't treat you less favourably if you choose not to return it.

Thank you

Please choose one option from each of the sections listed below by placing an X in the appropriate box.

The following questions are based on categories included in Scotland's Census 2022.

A. Who is completing the form

I am:

- Making a complaint about something that has happened to me
- Making a complaint on behalf of someone else - the issue did not happen to me
- The person who has experienced the issue and someone has helped me to make my complaint

B. Age

- | | | | |
|--------------------------|----------|--------------------------|-------------------|
| <input type="checkbox"/> | Under 16 | <input type="checkbox"/> | 55-59 |
| <input type="checkbox"/> | 16-24 | <input type="checkbox"/> | 60-64 |
| <input type="checkbox"/> | 25-29 | <input type="checkbox"/> | 65-69 |
| <input type="checkbox"/> | 30-34 | <input type="checkbox"/> | 70-74 |
| <input type="checkbox"/> | 35-39 | <input type="checkbox"/> | 75 or over |
| <input type="checkbox"/> | 40-44 | <input type="checkbox"/> | Prefer not to say |
| <input type="checkbox"/> | 45-49 | | |
| <input type="checkbox"/> | 50-54 | | |

C. Disability

Do you have any of the following, which have lasted, or are expected to last, at least 12 months? Tick all that apply

- Deafness or partial hearing loss
- Blindness or partial sight loss
- Full or partial loss of voice or difficulty speaking (a condition that requires you to use equipment to speak)
- Learning disability (a condition that you have had since childhood that affects the way you learn, understand information and communicate)
- Learning difficulty (a specific learning condition that affects the way you learn and process information)
- Developmental disorder (a condition that you have had since childhood which affects motor, cognitive, social and emotional skills, and speech and language)
- Physical disability (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying)
- Mental health condition (a condition that affects your emotional, physical and mental wellbeing)
- Long-term illness, disease or condition (a condition, not listed above, that you may have for life, which may be managed with treatment or medication)
- Other condition, please write in:

- No condition

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Include problems related to old age

- Yes, limited a lot
- Yes, limited a little
- No

D. Language

Can you use British Sign Language (BSL)?

- Yes
- No

What is your main language?

- English
- Other, please write in (including BSL/Tactile BSL):

E. Ethnicity

White

- Scottish
- Other British
- Irish
- Polish
- Gypsy/Traveller
- Roma
- Showman/Showwoman
- Other white ethnic group, please write in:

Mixed or multiple ethnic groups

- Any mixed or multiple ethnic groups, please write in:

Asian, Scottish Asian or British Asian

- Pakistani, Scottish Pakistani or British Pakistani
- Indian, Scottish Indian or British Indian
- Bangladeshi, Scottish Bangladeshi or British Bangladeshi
- Chinese, Scottish Chinese or British Chinese
- Other, please write in:

African, Scottish African or British African

- Please write in (for example, Nigerian, Somali):

Caribbean or Black

- Please write in (for example, Scottish Caribbean, Black Scottish):

Other ethnic group

- Arab, Scottish Arab or British Arab
- Other, please write in (for example, Sikh, Jewish):

F. Sexual orientation

Which of the following options best describes how you think of yourself?

- Bisexual
- Gay/lesbian
- Heterosexual/straight
- Prefer not to say
- Other (specify if you wish)

G. Sex/Trans status

What is your sex?

- Female
- Male
- Prefer not to say

Do you consider yourself to be trans, or have a trans history?

Trans is a term used to describe people whose gender is not the same as the sex they were registered with at birth

- No
- Yes
- Prefer not to say

If you would like to, please describe your trans status (for example, non-binary, trans man, trans woman)

H. Religion or belief

- Buddhist
- Christian (including the Church of Scotland/England, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- Prefer not to say
- Other (specify if you wish)

Our service standards

We want to offer a high standard of service to everyone who uses our service.

We have customer service standards so that our customers know what service they can expect to receive and how we'll provide it. You have the right to complain if you feel we're not meeting our standards. You can contact us for more information about how to do this.

Our decisions

You can ask for a review of our decision letter if you are the complainant or the organisation complained about. You must send us your review request within **six weeks** of the date of our decision letter.

For more information on how we reach our decisions and the circumstances in which you may ask us for a review, please see our website: **www.spsso.org.uk/decision-review-process**.

You can get a copy of this information and any of our other leaflets by phoning us on **0800 377 7330**.

Working with us: respecting each other

We are committed to providing a fair and accessible service. We believe that everyone who contacts us has the right to be treated with respect and dignity.

We will do our best to engage with you positively and use the best method for you.

Tell us if something is going wrong

- We want to fix problems and to know if you are unhappy.
- Please tell us; we will check what we have done against our standards and make changes if we can.

Remember we are people too

- Our staff have the same rights to be treated with respect and dignity as our users, and we must provide a safe working environment for them.
- We must also provide a service to all our customers.

This means we need to handle any situation or actions which could have a negative impact on our staff or our ability to work. We may need to speak with you about this or we may need to change the way we engage with you. If this happens, we will explain what we are doing and why. Details of our policy about this can be found at <https://www.spsso.org.uk/engagement-policy>, or we can send you a copy of this policy on request.

Ready to send your form?

Checklist

- Have you fully completed all sections of the form that apply to you?
- Have you included copies of all your supporting paperwork (in particular the letter from the organisation that tells you to take your complaint to SPSO if you remain unhappy)?
- Please do not send us original documents. Where possible, documents will be added to your complaint record in electronic format. Physical versions of documents we are able to store electronically will be securely destroyed one month after the case is allocated to a complaints reviewer. Any documents you send after your case has been allocated will also be destroyed within one month of receipt. If you are posting us documents that you need us to return then please make this clear at the point of submitting them or tell us within one month of sending them.
- If you plan to put your documents in date order, please put the most recent document at the front and oldest at the back.

How to contact the SPSO



A freepost envelope can be supplied if this is required.



SPSO
Bridgeside House
99 McDonald Road
Edinburgh EH7 4NS

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



SPSO freephone **0800 377 7330**



Website **www.spsso.org.uk**



Online contact form **www.spsso.org.uk/contact-form**

You can fill in our complaints form online at **www.spsso.org.uk/complain/form**

PSCForm-0422



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