

A Quick Guide To Our Complaints Procedure

Complaints Procedure

You can raise concerns in person, by phone, by email or in writing.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage One: Frontline Resolution (FLR)

We will always try to resolve your concern *within five working days if we can.*

If we can't resolve your complaint at this point, we will explain why and suggest how we might resolve it. It may be that your complaint requires to be investigated at Stage Two

Stage Two Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage One. We also look at some complaints immediately at this stage, if it is clear to us that they are complex and require detailed investigation

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible and wherever possible within 20 working days *unless* there is clearly a good reason for needing more time.

Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.

Other regulators or the local council where you live might also be able to provide advice or review the matter. The SPSO should be able to guide you on that too.

A copy of our full Complaints Handling Policy and Procedure is available by clicking the link on the right.