

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 will deal with complaints about our service. If you are unhappy with our service, you can use this form to tell us.

If you do not agree with **our decision** on your complaint or on our independent review of your Scottish Welfare Fund (SWF) application, you will need to follow a different process.

Our decision review leaflets explain what to do:

- **How to ask for a review of our decision** (for public service complaints and NHS whistleblowing complaints)
- **Asking us to reconsider our decision** (for SWF applications)

These leaflets explain how we make decisions and when you can ask for a review. You can find them on our website, or we can send you a copy.

If you are unsure which process to use, please ask us.

Please select the service which your complaint relates to:

SPSO (public service complaints)

SPSO (Scottish Welfare Fund)

Independent National Whistleblowing Officer (NHS whistleblowing complaints)

Your contact details

Full Name **Mr** / **Mrs** / **Miss** / **Ms** / **Mx** / **Dr** / **Other** (please state)

Address

Phone no(s)

Email

Case 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

treat you with respect, dignity, and courtesy

communicate with you clearly and provide an accessible service

explain our role and what the law says we can and cannot do

listen to you to make sure we understand your complaint or SWF review request, and what you want to happen as a result

where possible, signpost you to a different organisation if we are unable to help

give you the best estimate for how long things will take, and keep you updated

give you a decision on your complaint or SWF review as soon as we can, taking account of the work we need to do

apologise if we make mistakes, learn from them, and put things right as far as we can

tell you how you can ask us to review our decision if you disagree with it

check public bodies have done what we asked them to do as a result of your complaint or SWF review

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

www.spsso.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

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.spsso.org.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.

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 sent to you. Please call us if you need one.



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



SPSO website	www.spsso.org.uk/spsso
SWF website	https://swf.spsso.org.uk/
INWO website	https://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-0725

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