

Customer Service Standards: our commitments to you

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
- Learn and improve



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.

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 and the SPSO Act 2002.

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.

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 **Respectful 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** enables you to make a complaint.

Both are available to download from our website, or you can request a copy. **You can also complete the form online.**

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.

For more information, please visit our website or ask us to send you a leaflet covering:

- **Public service complaints**
- **SWF reviews**
- **NHS whistleblowing complaints**

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.

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