Dear

**Your complaint about (insert very broad description to include dates if relevant)**

You contacted [for example: **Complaints Team, Chief Exec**] on [**Date**] to complain about [**Issue**]. My role has been to carry out an early assessment of the information you have provided, to establish what (if any) action **[the organisation]** will take. My initial decision is that **[**for example: **the issue you have raised is not a complaint but a freedom of information request/subject access request/request for compensation/other OR your complaint is not one we will take forward at this time.]**

**[If no further action is being taken]:** This letter explains the reasons for my decision. Once you have read this letter, if you feel I have not properly understood the issues you raised, or overlooked anything of importance, please feel free to contact me, either in writing or on **[phone number]** . This will also give you the chance to ask any questions you might have.

**[If matter is not a complaint]:**

You told us you wanted **[a copy of…/compensation for…/other].** Our complaint handling procedure (CHP) says that we can’t deal with **[requests for information/compensation claims/other]** through the CHP **[link to CHP or enclose a copy]**.

The process we have for responding to **[information requests/compensation claims/other]** is **[explain process and set out:**

* **any action that has been taken (e.g. forwarding to the relevant area); and**
* **any action the customer still needs to take (e.g. completing a relevant form)**

**[If complaint is out of time and no exceptional circumstances claimed]:**

Our complaint handling procedure (CHP) says that complaints should be made within six months of finding out that you have reason to complain, unless exceptional circumstances apply. In this case, you said you have been aware of the issues since **[date of event, or date customer said they became aware (if later)]**. As this is more than six months ago, we would not normally accept a complaint about the matter at this time.

You have not told us about any exceptional circumstances that meant you did not complain about this matter earlier. If you feel that exceptional circumstances apply, please contact us to tell us why.

**[If complaint is a repeat complaint]:**

The **[**or: **Most of the]** issues you raised have already been considered in **[the organisation’s]** stage 2 response to your complaint dated **[date]**. **[The new points you have now raised are:**

* **Identify any new issues and explain whether these will be considered as a new complaint or taken forward under other processes].**

Our letter dated **[date]** is our final response to **[the remaining points of]**  your complaint. If you are dissatisfied with our response **[on these points]**, you may ask the SPSO to consider your complaint. There is information on how to contact the SPSO at the end of this letter.

***NOTE: This template should NOT be used where the organisation is considering restricting contact under an unacceptable actions policy (for example, by declining to consider new complaints about the same set of events) – where this is the case you should check the relevant policy and ensure the process is followed, including giving a warning and the option of review.***

**[If complaint is not within the organisation’s remit]:**

The issues you have raised relate to **[summarise - for example, the actions of X, who is employed by Y organisation]**. This is not a matter **[the organisation]** is responsible for. You may wish to direct your complaint to **[relevant organisation]**.

**What happens next?**

I have closed our file on this matter **[**and **summarise any action taken, if relevant.** The next steps are:

* **summarise any further action you will take, or**
* **action the customer needs to take.]**

If you have any questions about this letter please feel free to contact me on the telephone number below.

If you disagree with our decision not to handle this matter as a complaint, you can contact the Scottish Public Services Ombudsman (SPSO). More information on how to do this is below.

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| **Information about the SPSO**The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about public services in Scotland. This includes complaints about *[the organisation’s sector]*. The SPSO is an independent organisation that investigates complaints. It is not an advocacy or support service (but there are other organisations who can help you with advocacy or support).If you remain dissatisfied when you have had a final response from *[the organisation]*, you can ask the SPSO to look at your complaint. You can ask the SPSO to look at your complaint if:* you have gone all the way through the *[organisation]*'s Complaints Handling Procedure
* it is less than 12 months after you became aware of the matter you want to complain about, and
* the matter has not been (and is not being) considered in court.

The SPSO will ask you to complete a complaint form and provide a copy of this letter (our final response to your complaint). You can do this online at [**online complaint form link]** or call them on Freephone 0800 377 7330.You may wish to get independent support or advocacy to help you progress your complaint. Organisations who may be able to assist you are:* Citizens Advice Bureau
* Scottish Independent Advocacy Alliance

The SPSO’s contact details are:SPSOBridgeside House99 McDonald RoadEdinburghEH7 4NS(if you would like to visit in person, you must make an appointment first)Their freepost address is:FREEPOST SPSOFreephone: 0800 377 7330Online contact [www.spso.org.uk/contact-us](http://www.spso.org.uk/contact-us) Website: [www.spso.org.uk](http://www.spso.org.uk/) |