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**]. I have management responsibility for these areas and **[**for example**: Complaints Team, Chief Exec]** asked me to investigate your concerns. I have now completed my investigation of your complaint. In this letter I will explain what I found out during my investigation, what my conclusions are [**insert if relevant:** and what actions I am taking to address your concerns].

The complaints you agreed with [for example, **me / complaints team**] on [**Date**] and that I have investigated are:

1. [enter all complaints in order of severity of impact]; and
2. [enter complaints]

**Background**

[Background to the events leading to the complaint including brief time-line if helpful]

* This section should outline relevant events/facts only

**Investigation**

* Provide brief background to investigative process for example: I have reviewed the documentation you provided, views of staff involved, notes etc. Include reference to protocols policies guidance and relevant legislation you have referred to in the course of your investigation (more details can be attached if needed
* Outline a timeline of key events/ communications (where appropriate) in date order **if relevant** for example: I spoke to Mr X on (date)

**[Complaint 1: insert detail as above]**

**What happened?**

[List out the **relevant** information you have considered – this should include any differing views. Discuss the evidence presented and available from the complainant / in the records / discussed with staff / communication from staff. Always remain objective and not subjective]

**What should have happened?**

[Identify relevant policy, internal process/procedure that should have been taken into account in relation to the issue of complaints (**Ensure all relevant policies / procedures are current and are available on file or electronically)**

Provide any other factual evidence relevant to the complaint, for example, expert opinion.]

**Conclusion**

[The conclusion should summarise the complaint, the arguments presented, and combine factual points that identify any areas of poor practice or service failure.]

Identify key areas where any failings have already been identified and / or remedial action has already taken place as a result of the complaint.

Summarise these below each complaint and/or at the end of the letter.

Note apologies, meetings or other steps already provided by staff to address the concerns

**Action[s]/ Learning Point[s]**

|  |  |
| --- | --- |
| **Action** | **Completion Date (if possible)** |
|  |  |
|  |  |

**[Enter complaint 2 … follows same pattern as complaint 1)**

**What happens next?**

I will follow up to ensure that the action points I have identified are completed. If there is anything in this letter which you would like to discuss with me, please contact me. My contact details are shown below.

If you are unhappy with this response you have the right to ask the Scottish Public Services Ombudsman (SPSO) to look at your complaint.

The SPSO is the final stage for complaints about public services in Scotland. This includes complaints about [**the sector, eg NHS in Scotland, local authorities**]. If you remain dissatisfied after our complaints process has concluded, you can ask the SPSO to look at your complaint. The SPSO cannot normally look at complaints:

* where you have not gone all the way through the complaints handling procedure
* more than 12 months after you became aware of the matter you want to complain about, or
* that have been or are being considered in court.

The SPSO’s contact details are:

Bridgeside House

99 McDonald Road

Edinburgh

EH7 4NS

Freepost SPSO (you don’t need to use a stamp)

Freephone: 0800 377 7330

[www.spso.org.uk/contact-us](http://www.spso.org.uk/contact-us)

Website: [www.spso.org.uk](http://www.spso.org.uk)