

## SPSO decision report

**Case:** 201200770, Crown Office and Procurator Fiscal Service  
**Sector:** scottish government and devolved administration  
**Subject:** complaints handling  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Mrs C was a witness to an incident that was taken to trial by the Crown Office and Procurator Fiscal Service (COPFS). Mrs C was unhappy with how matters had been handled. When COPFS responded to her complaints, they accepted that telephone calls were not returned when they should have been and apologised for this. Mrs C remained dissatisfied and complained to us that COPFS had not returned her telephone calls.

We upheld her complaint but as COPFS had taken appropriate steps to apologise to Mrs C and ensure that the issues she faced would not happen again, we did not make any recommendations.