

# 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'll consider complaints about our service. If you're unhappy with our service, use this form to let us know.

If you are not satisfied with **our decision** on your complaint or on our independent review of your Scottish Welfare Fund (SWF) application, you need to use a different process. Our leaflets '**Your complaint, our decision**', '**Asking us to reconsider our decision**' (SWF) and '**Asking for decision review**' (INWO) explain how we reach a decision and the circumstances in which you may ask us to review it. These leaflets are available on our website or you can request a copy. If you're unsure which process to use, please ask us.

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## Please select the service which your complaint relates to:

- SPSO (public service complaints)
- Scottish Welfare Fund
- Independent National Whistleblowing Officer

# Your contact details

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

Address

Phone no(s)

Email

SPSO reference number

*You will be given a new reference number for this service complaint.*

How you would 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 communicate effectively with you**
- We will work in an open and fair way**
- We will carry out our duties competently and responsibly**

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

**[www.spsa.org.uk/our-customer-service-standards](http://www.spsa.org.uk/our-customer-service-standards)**

Please give details below.

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## 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.

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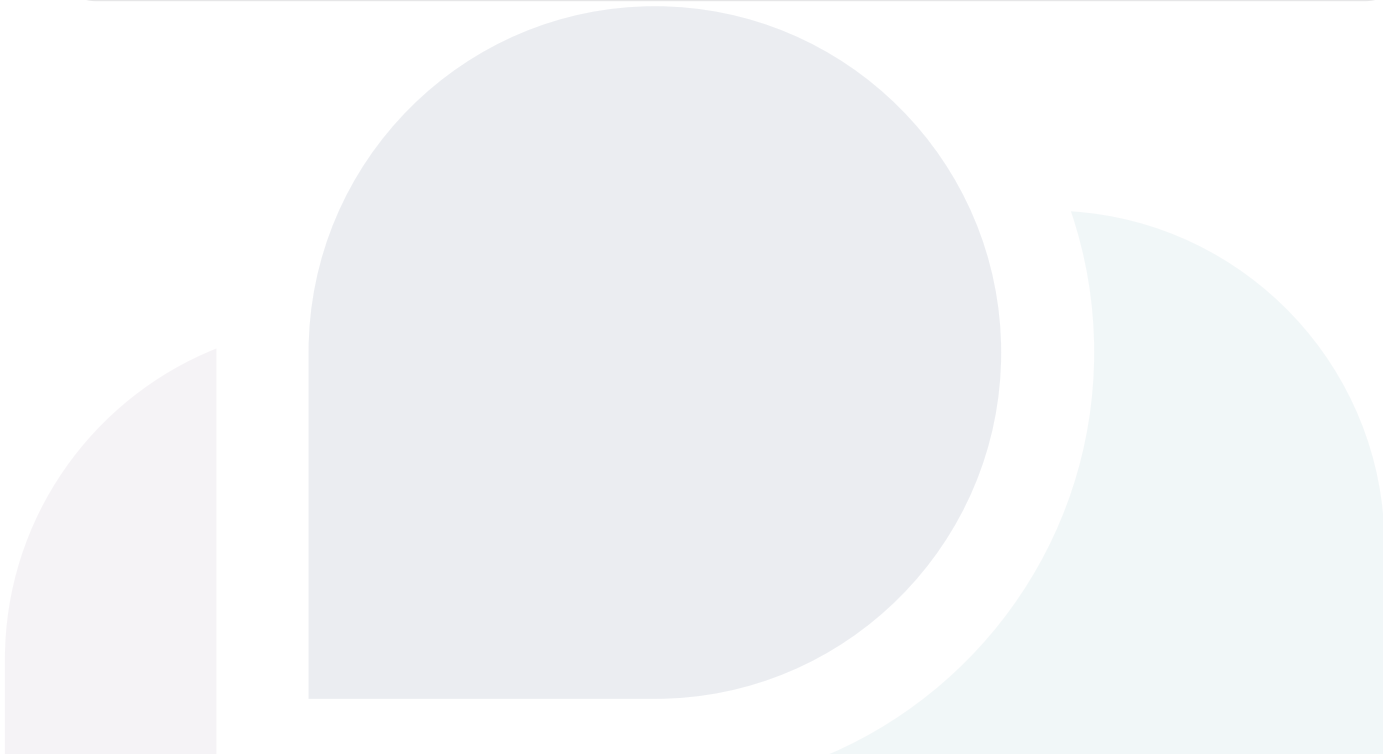
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**Your signature**

**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](http://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.

**Opening hours:** Monday, Wednesday, Thursday, Friday 9am-5pm,  
Tuesday 10am-5pm



A freepost envelope can be supplied if this is required.



SPSO freephone	<b>0800 377 7330</b>
SWF freephone	<b>0800 014 7299</b>
INWO freephone	<b>0800 008 6112</b>



SPSO website	<b><a href="http://www.spsso.org.uk">www.spsso.org.uk</a></b>
SWF website	<b><a href="http://www.spsso.org.uk/scottishwelfarefund">www.spsso.org.uk/scottishwelfarefund</a></b>
INWO website	<b><a href="http://www.inwo.spsso.org.uk">www.inwo.spsso.org.uk</a></b>
SPSO contact form	<b><a href="http://www.spsso.org.uk/contact-form">www.spsso.org.uk/contact-form</a></b>
SWF contact form	<b><a href="http://www.spsso.org.uk/scottishwelfarefund/contact-form">www.spsso.org.uk/scottishwelfarefund/contact-form</a></b>
INWO contact form	<b><a href="http://www.inwo.spsso.org.uk/contact-form">www.inwo.spsso.org.uk/contact-form</a></b>

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](http://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-0223



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