

## **COMPLAINTS PROCEDURE FOR SCOTLANDSPEOPLE CENTRE**

### **Foreword**

This is a guide to the ScotlandsPeople (SP) complaints procedure.

We aim to provide high quality services and information for all our customers and continually look for ways to improve. On the rare occasions when we receive complaints we look to resolve them quickly and also learn from them.

Our standards of service are there to inform customers of what they can expect from us and to give us targets to consistently aim for. We recognise, however, that there may be occasions when we do not get it quite right. Having a complaints procedure ensures that any concerns about the service we provide are dealt with speedily and fairly. All complaints are taken seriously and a full response will be given to any concerns raised. We review our complaints procedure regularly.

We also welcome any comments or suggestions on how we might improve things. You can make suggestions using the e-mail enquiries address on the main contacts and address page on our website:

<http://www.scotlandspoplehub.gov.uk/scotlands-people-centre/contact.html>

Otherwise, please write to us or phone us - general contact details are available at the end of this leaflet.

## **What is a complaint?**

A complaint is an expression of dissatisfaction with any aspect of our service delivery or administrative performance made by an individual (or by his or her delegated representative). Here are some examples:

- failing to provide a service in the manner that is expected.
- taking too long to take action or failing to take action.
- not following the policy or rules.
- treating a complainant unfairly in relation to others.
- not making a decision in the correct way.
- giving wrong or misleading information.
- a member of staff not delivering on a commitment made.

## **Stage 1: raise an issue**

If you are dissatisfied with the service you have received, you should, in the first instance, contact the person you have been dealing with at the Centre. They may be able to resolve things to your satisfaction straight away. If not, our complaints procedure allows for your complaint to be dealt with in three further stages.

## **Stage 2: approach the ScotlandsPeople Centre manager**

If you remain dissatisfied you should contact the ScotlandsPeople Centre manager. You may complain either in writing, by e-mail, telephone or in person using the details below. Please provide all relevant information so that your complaint can be dealt with as quickly as possible. If further details about the complaint are required the Centre manager may contact you, so please provide contact details.

ScotlandsPeople Centre Manager  
General Register House  
2 Princes Street  
Edinburgh  
EH1 3YY  
Tel. 0131 314 4541  
Email: [iain.ferguson@gro-scotland.gsi.gov.uk](mailto:iain.ferguson@gro-scotland.gsi.gov.uk)

## **Stage 3: register a formal complaint**

If things cannot be resolved to your satisfaction at this stage you will be asked if you wish to have the matter formally logged in our records as a complaint. If you do not, the matter will not be taken any further forward by ScotlandsPeople. If you wish the matter to be logged as a complaint, you can write or email the Head of ScotlandsPeople Centre, using the contact

details provided below, who will conduct a formal investigation and write to you within 10 working days. That letter will indicate what you can do if you are still dissatisfied.

If the 10 day target cannot be met, the Head will provide an interim response explaining the delay and will provide an indication of when a full response will be sent.

Head of ScotlandsPeople Centre  
General Register House  
2 Princes Street  
Edinburgh  
EH1 3YY  
Tel. 0131 314 4536  
Email: [davina.williams@gro-scotland.gsi.gov.uk](mailto:davina.williams@gro-scotland.gsi.gov.uk)

#### **Stage 4: refer to the Registrar General for Scotland**

If your complaint is still not resolved it will be subject to a final review by the Registrar General (RG).

After a full review of your complaint the RG may decide that all the necessary possible steps have been taken. If that is the case you will be informed that ScotlandsPeople can take no further action.

If the RG considers that further investigation is necessary, the Head of ScotlandsPeople Centre will be requested to look into aspects of the case as directed. The RG will then review the case in light of this further work and write to you advising of the outcome of that review.

#### **If you remain dissatisfied**

If you remain dissatisfied after having been through this procedure with your complaint, you (or your representative) may ask the Scottish Public Services Ombudsman (SPSO) to consider your complaint. The SPSO will normally only act once you have fully explored the procedures set out in this leaflet. The SPSO cannot normally look at complaints more than 12 months after you became aware of the matter you want to complain about or that have been the subject of legal proceedings. Your complaint must be submitted to the:

Scottish Public Services Ombudsman  
4 Melville Street  
Edinburgh  
EH3 7NS

Telephone: 0800 377 7330

Textphone: 07900 494 372

Fax: 0800 377 7331

E-mail: [ask@spsso.org.uk](mailto:ask@spsso.org.uk), Website: [www.spsso.org.uk](http://www.spsso.org.uk)