

If you are  
unhappy  
about our  
service

You may be unhappy because:

- 1 You disagree with a decision we have reached about a complaint; or
- 2 You are not happy with the service provided by our office

What to do in each of these situations is set out below.

### 1 You disagree with our decision

You may disagree with our decision not to take on a complaint or with a decision we have reached about a complaint. We aim to keep you advised of our progress throughout the process of dealing with a complaint and will explain why we have come to a decision.

We cannot look again at a complaint if you are just unhappy with our decision. However, if you think that we have not considered something, or you have new evidence or information, then we may take another look at the complaint.

You should write to us within 15 days to say why you disagree with the decision and enclose any new information. We will acknowledge your letter and then let you have our response.

### 2 You are not happy with our service

#### What to do first

Let us know straight away if you are unhappy with our service – for example, if you think that we have been rude when you contacted us, or we have not done what we said we would do. We want to know if things go wrong so that we can put them right and make sure that they do not happen again.

#### Making a complaint about our service

We have a Service Quality Manager who deals with complaints about the delivery of our service. You should let us know if you are unhappy about our service by making a complaint in writing to the Service Quality Manager. Let us know if you have trouble making a written complaint. You can contact a Service Quality Manager at:

#### Service Quality Manager

**SPSO**  
**FREEPOST**  
**EH641**  
**Edinburgh EH3 0BR**

Tel **0800 377 7330**  
Fax **0800 377 7331**  
Email **ask@spsso.org.uk**

#### How we deal with a complaint about our service

Your complaint will be acknowledged. The Service Quality Manager dealing with your complaint will look into the points you have raised. You may be asked to provide additional information. If your complaint is about a member of staff, then that staff member will be told that a complaint has been made. We will ask the staff member to give their views on your complaint about our service, but he or she will not otherwise be involved in looking into the complaint.

We aim to send you a full response within 20 working days. If we cannot do this for any reason, then we will write to let you know what is happening and when you should receive a full response.

If we agree that your complaint about our service is justified, then we will say so, will apologise and will let you know what we plan to do to put things right. If we do not agree that your complaint is justified, then we will say so and let you know the reasons for our decision.

#### What to do if you are still unhappy

You should let us know if you are not happy with the response from the Service Quality Manager. You should write to the Ombudsman within 20 working days of receiving the response from the Service Quality Manager. Your letter to the Ombudsman should set out your reasons for disagreeing with the decision reached by the Service Quality Manager.

The Ombudsman will look at your reasons and decide whether your complaint is justified. Wherever possible, you will receive a response from the Ombudsman within 20 working days. If the Ombudsman considers that your complaint is justified, then she will say so, will apologise and will let you know what we plan to do to put things right. If the Ombudsman does not agree that your complaint is justified, then she will say so and let you know the reasons for her decision. Her decision is final.

#### Recording and Monitoring

We keep a record of all complaints made about our service and record the outcome of each complaint. We publish statistical information relating to these complaints each year in our Annual Report. If shortcomings in our service have been identified through a complaint, we use this information to review and change the service we provide.

For further information please contact:

**SPSO**  
**4 Melville Street**  
**Edinburgh**  
**EH3 7NS**

Tel **0800 377 7330**  
Fax **0800 377 7331**  
Text **0790 049 4372**  
Email **ask@spsso.org.uk**

[www.spsso.org.uk](http://www.spsso.org.uk)