



# How to make a complaint

## **Easy Read**

## What this booklet is about



This booklet tells you how you can make a **complaint** to the **Scottish Courts and Tribunals Service**.



This booklet was written by the **Scottish Courts and Tribunals Service**.



**The Scottish Courts and Tribunals Service** is in charge of the buildings that are used for courts/tribunals/**OPG and AoC**.



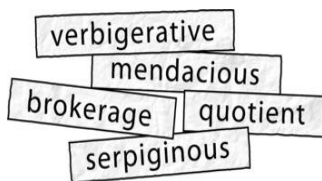
**OPG** is the Office of the Public Guardian. Their work includes helping people who are allowed to look after the money or property of adults who can't do that for themselves.



**AoC** is the Accountant of Court. Their work includes looking after the money or property of children under the age of 16 years.



The **AoC** also help people who are allowed to look after the money or property of children under the age of 16 years.



Any big words in this booklet have been put in **bold**.

**BIG**  
**words**

Words in **bold** will be explained in the booklet.

## What is a complaint?



A **complaint** is when you let us know that you are unhappy about something.



For example you may feel unhappy about the way you have been treated by a member of our staff.



Or if there has been a delay in responding to an enquiry or request.

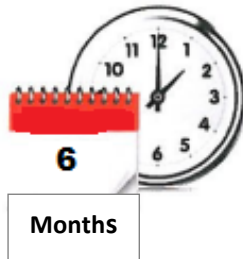


Or you may be unhappy with one or more of our policies.



You will not get into trouble for making a **complaint**.

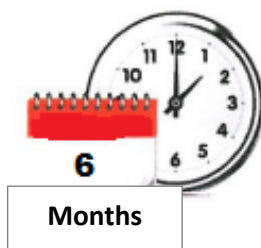
## When should you complain?



You should **complain** as soon as you can but it should be within 6 months of the matter happening.



You can also **complain** within 6 months of finding out you have a reason to **complain**.



Very rarely we may accept a late **complaint** but you must tell us why the 6 months should not apply.

## Who can make your complaint?



You



A friend

A relative



An advocate such as someone from the **Scottish Independent Advocacy Alliance** can support you to make a **complaint**.



The **Scottish Independent Advocacy Alliance** supports vulnerable people.



You can telephone them on 0131 260 5380.



You can look on their website [www.siaa.org.uk](http://www.siaa.org.uk)

## How to complain



You can go to your local court, tribunal or **Scottish Courts and Tribunals Service** public office and complain in person.



You can make your **complaint** by telephone



Or by email



Or by writing a letter



You can find all the court, tribunal and office addresses, email addresses and telephone numbers on our website

[www.scotcourts.gov.uk](http://www.scotcourts.gov.uk)





Or you can contact our  
Correspondence Manager

By writing a letter to

Scottish Courts and Tribunals  
Service

Saughton House (Spur N1)

Broomhouse Drive

Edinburgh

EH11 3XD.



Or by email

[enquiries@scotcourts.gov.uk](mailto:enquiries@scotcourts.gov.uk)



Or by telephone

0131 444 3335

## What do we need to know?



Your name and address



What happened to make you want to **complain**.

Please provide as much information as you can.



Please tell us how you think we can fix what has happened.

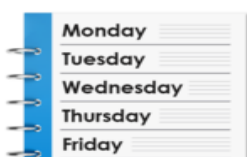


Please tell us what way you would wish us to contact you.

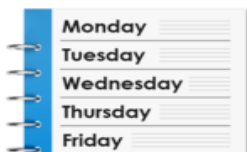
## What we will do



We will tell you who is looking into your **complaint**.



If we can't sort your **complaint** right away, we will try to sort your **complaint** within 5 working days.



If there are special reasons it may take up to 5 more working days. We will tell you if this happens.

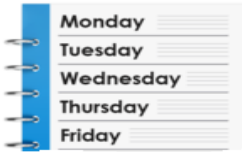


If you are unhappy with our reply you can ask us to carry out an **investigation**.



If your **complaint** is complicated or serious then we might have to do an **investigation**.

An **investigation** is when you look into something to find out all of the facts.



If we have to do an **investigation** this may take up to 20 working days. We will tell you this within 3 working days of you putting in your **complaint**.



To try and sort the complaint we may need to talk to you about your **complaint** to understand why you are unhappy and what you think we could do to fix the matter.



We will send you a written reply to your **complaint** as soon as possible but this could take up to 20 working days.



If you are still unhappy then you can contact the **Scottish Public Services Ombudsmen** and ask them to look at your **complaint**.



**Scottish Public Services Ombudsmen** look at **complaints** when people are not happy with how their **complaint** has been investigated or dealt with.



You can **complain** within 12 months of when you first knew about the problem.



You can telephone them on Freephone 0800 377 7330



You can look at their website [www.spsso.org.uk](http://www.spsso.org.uk)



You can write to them at Freepost SPSO  
You do not need a stamp.



We can provide this document  
in another language or format if  
you need it.