



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

8 September 2010

Scottish Public Services Ombudsman
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EH3 7NS
Via email: consultation@SPSO.org.uk

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CONSULTATION ON A STATEMENT OF COMPLAINTS HANDLING PRINCIPLES AND GUIDANCE ON A MODEL COMPLAINTS HANDLING PROCEDURE

SCRA welcomes the publication of the SPSO's consultation on complaints handling. We are currently reviewing our own complaints handling processes following on from a recommendation by our Service Improvement Group so the consultation is particularly timely. We intend to ensure that the content of the consultation document and the conclusions that will stem from it will inform that work.

In particular, we regard the development of a statement of principles for complaints handling as a positive step and are supportive of those principles identified in the consultation document, which are very much in line with the way we strive to conduct our own complaints procedures. Likewise, we consider that a model complaints handling procedure will be of benefit in bringing a consistent set of minimum standards and good practice to the public sector complaints process.

I hope the above has been helpful. We look forward to following the development of these two workstreams as they progress and understand that there will be further opportunities to contribute in more detail. Please feel free to contact me if you require any further information.

Yours sincerely

Nick Hobbs
Policy & Public Affairs Manager