

Tell us what
you think,

Making a Complaint or Comment



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

We're listening.

Complaints and comments from children and families are an important way of learning from our faults and we want to use them to keep improving our services. One of the most important ways for us to achieve this is by listening to your concerns.

Our staff are dedicated to providing you with the best possible service and our aim is to get things right first time. Despite our best efforts sometimes things can go wrong. When they do, we would like you to tell us so that we can put them right as quickly as possible and we can avoid repeating them in the future. We also want to know when you think we have done well so that we can continue to do so.

The Standards Commission and the Scottish Public Services Ombudsman places an expectation upon SCRA that we will inform the public of the standards of care they can expect and the quality of service that will be delivered. Our procedure forms an important part of our commitment to provide an excellent service to children and their families as well as our partners

If you wish to make a complaint or comment about any aspect of the work or staff of the Scottish Children's Reporter Administration, we want you to tell us.

We take it very seriously if someone is unhappy with our services and we will investigate any complaint we receive.

This leaflet:

- *Takes you through what happens if you wish to make a complaint*
- *Explains the process we will follow to try to resolve the issue*
- *Contains a feedback form so you can complain, comment or compliment our service*

What Can I Complain About?

You may wish to make a complaint or comment about any matter relating to our staff or to the service provided by SCRA, including:

- *Decisions made by SCRA staff*
- *The actions or behaviour of SCRA staff*
- *The time taken to deal with any matter*
- *The property or facilities provided by SCRA*

Complaints or comments may be about a child's case or about other business with SCRA. In responding to any complaint we need to respect the privacy and rights of our clients and to meet the terms of the Data Protection Act.

How Can I Make A Complaint?

You can make a complaint or comment:

- *In person by visiting your local office*
- *By telephoning your local office*
- *By writing to us, by faxing to us*
- *By e-mailing us through our website: www.scra.gov.uk*
- *By having someone contact us on your behalf*

It is our preference in all instances that a complaint is made to us in writing, as this avoids any potential for misunderstanding. However, if your complaint is made in person or by telephone we will listen to what you have to say and do our best to resolve the problem. In such instances we may write to you and ask you to confirm our understanding of the complaint.

Contact the appropriate address below:

- *If the complaint is a matter regarding a local office, you should contact the Authority Reporter, who is the local manager of that office*
- *If the complaint is about an Authority Reporter, please contact the Reporter Manager who is the regional manager for that area.*



If the complaint is about a matter regarding the Reporter Manager's office, please contact the Director of Corporate Development at National Headquarters:

Director of Corporate Development
SCRA,
Ochil House
Springkerse Business Park
Stirling FK7 7XE
complaintsorcomments@scra.gsx.gov.uk

If the complaint is about a matter regarding National Headquarters or you are unsure where to direct your complaint, please contact the Director of Corporate Development as above.

What Should I Include In My Complaint?

It will help us to respond to your complaint if you can tell us:

- *What happened, date of incident and where it happened*
- *What you think has gone wrong*
- *What you would like us to do about it*
- *Details of any previous contacts or correspondence with us about the complaint*
- *A daytime telephone number*
- *The address and postcode to which we should send a reply*

If You Make A Complaint About Our Service Or Staff, We Will:

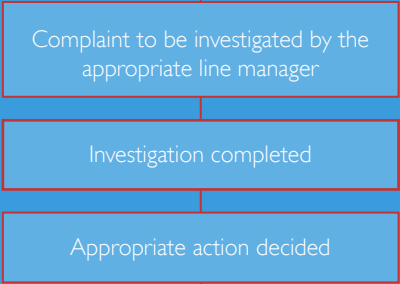
- *Investigate the matter honestly, thoroughly and promptly*
- *Deal with it confidentially, objectively and fairly*
- *Try to put things right and to resolve your complaint, as far as we can*
- *Use the lessons we learn from your complaint to improve our services*

How Your Complaint Will Be Dealt With

< within 5 days



< within 10 days



< within 20 days



If we are at fault, we will accept responsibility. Whenever appropriate we will offer an apology, tell you what we can do to put things right, and tell you what we can do to stop a similar problem arising in future. Otherwise we will explain why we feel the complaint is not justified.

What can I do if I am not happy with the outcome?

If you are not happy with the way your complaint is being handled or the outcome of your complaint then you may appeal for your complaint to be reviewed. You can do this by contacting the Director of Corporate Development at the National Headquarters address at Ochil House.

If you are still unhappy, you have a right to contact direct the Scottish Public Services Ombudsman. This person is responsible for dealing with complaints that have not been sorted out by our complaints procedure.

The contact details are:

Scottish Public Services Ombudsman
4 Melville Street
Edinburgh
EH3 7NS
Telephone: 0870 011 5378
Fax: 0870 011 5379
Email: enquiries@scottishombudsman.org.uk.

You may find more information on this at your local library or by logging onto their website at www.scottishombudsman.org.uk.

The Scottish Public Services Ombudsman only deals with poor administration and service failures.

Complaints Not Covered By This Process

SCRA cannot, for example, deal with complaints about:

- *Children's Panel decisions*
- *Children's Panel members*
- *The courts*
- *Social Work, Education or the Health Service*
- *Safeguarders*
- *The Police*

However, the Reporter in your local office may be able to advise you where to make your complaint in these circumstances.

Some examples of the situations where you may feel you have a complaint are as follows:

I Don't Agree With The Hearing's Decision

If you disagree with the decision of a hearing you can appeal against the decision to the Sheriff. To appeal against a decision you must be a *relevant person and you only have 3 weeks to appeal, starting from the date of the hearing.

I'm Not Happy With A Member Of The Children's Panel

If you have a complaint about the members of the children's hearing then this is a matter for the Chairman of the Children's Panel in your area. The SCRA or individual Reporters cannot deal with complaints about panel members but the Reporter in your local office may be able to give you advice about the person to contact if you have this sort of complaint.

* A relevant person generally means a person who has a parental responsibility or right in relation to the child.

I Don't Agree With The Sheriff's Decision

The decision of the Sheriff can be appealed to a higher court. You should seek legal advice or contact the Clerk of the Sheriff Court if you wish to appeal, but you must be a *relevant person to do this.

I'm Not Happy With The Way The Supervision Requirement Is Working

If you are not happy with the way a supervision requirement is working, you should contact the Social Worker responsible. You may be able to request from the Reporter that a children's hearing review the requirement. A Reporter cannot change the supervision requirement: this can only be done by a children's hearing.

You will be expected to treat SCRA staff and Panel Members with courtesy and respect. SCRA staff and Panel Members will show you the same consideration in return.

* See previous page.

Information Provided Differently

You can get a copy of this complaints leaflet in large print, or in Braille, or on audio tape or in another language.

To let us know which version you require, please contact:

Corporate Development Officer
National Headquarters
Scottish Children's Reporter Administration
Telephone: 01786 459534
complaintsorcomments@scra.gsx.gov.uk

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