

COMPLAINTS

You may wish to complain about any matter relating to the work or staff of 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

You can make a complaint:

- In person
- By filling out the form on the back of this leaflet
- By telephone - contact your local office or call Head Office on 0300 200 1555
- By writing to us at SCRA Head Office, Ochil House, Springkerse Business Park, Stirling, FK7 7XE or email complaints@scra.gsi.gov.uk
- Through our website www.scra.gov.uk
- By having someone contact us on your behalf

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

- What you think has gone wrong
- What you would like us to do about it
- Details of any previous contact or correspondence with us about your complaint
- A daytime telephone number
- Your name and the address and postcode to which we should send a reply

SCRA always aims to deal with complaints in a fair way, keeping you informed of progress.

We aim to provide high quality services by continually looking for new ways to improve. We welcome the opportunity to resolve any complaints as a means of learning from them.



Your complaint

To make a complaint, please complete this form and hand it in to reception, alternatively, please send it to SCRA's Head Office (address overleaf).

Your full name

Your address and postcode

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Daytime telephone number

Please describe your complaint, giving as much detail as possible, including the date your complaint relates to, where it happened, what you think went wrong and who was involved?

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Have you raised this matter with SCRA before? If yes, please state who dealt with it.

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What can we do to help put the matter right?

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For more information on SCRA's complaints policy and procedure, please visit our website www.scra.gov.uk, where you can also complete an electronic version of this form.

