

# Complaints...

Information for young people

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Did you know you have the right to complain about any matter relating to the work or staff of SCRA?

This includes:

- 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

As well as filling in this electronic form, you can also make a complaint:

- In person
- By filling out a paper form which is available from SCRA offices
- By telephone - contact your local office or call Head Office on 0131 244 8600
- By writing to us at SCRA Head Office, Ochil House, Springkerse Business Park, Stirling, FK7 7XE or email [complaints@scra.gsi.gov.uk](mailto:complaints@scra.gsi.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 with us about your complaint (such as emails or letters)
- Your name and the address and postcode to which we should send a reply
- An email address
- A telephone number

SCRA always aims to deal with your complaint in a fair way and we will keep in touch with you. Your complaint could help us improve our services to children, young people and families.



# Your complaint

If you want to fill out this form, but don't understand some of it, please ask someone to help you.

Once you have completed the form, simply click submit. If you want to keep a copy of the form, please just click print.

Your full name .....

Your address and postcode .....

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 say who dealt with it.

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What can we do to help put things right?

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