



# Complaints

Information for children



Did you know you have the right to complain about the work of SCRA or its staff? This includes:

- Decisions made by SCRA staff
- The actions or behaviour of SCRA staff
- The time taken to deal with anything
- The building or facilities provided by SCRA

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

- In person at one of our offices
- 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 asking someone to contact us on your behalf

It will help us to reply 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 other contact you have had with us about your complaint (such as emails or letters)
- Your name and the address and postcode where 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 .....

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Daytime telephone number .....

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

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Have you complained about this to 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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