



Complaints

Information for young people

You have the right to complain about the work of SCRA or its staff. This includes:

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



You can make a complaint:

- By printing out this form, filling it in and giving it to us
- In person at one of our offices
- By phoning your local office or by calling our Head Office on 0131 244 8600
- By writing to us at SCRA Head Office, Ochil House, Springkerse Business Park, Stirling, FK7 7XE
- By emailing complaints@scra.gov.uk

Please tell us:

- What you think has gone wrong and why
- What you would like us to do about it
- Your name and contact details

Your complaint

If you want help filling out this form, please ask someone to help you.

Please give your name and contact details:

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Describe your complaint giving as much detail as possible:


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Let us know what you would like us to do to help put things right:

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We will deal with your complaint fairly and we will keep in touch with you.

Your complaint will help us improve our services to children, young people and families.

If we are not the right people who can deal with your complaint, we will let you know who to complain to.