

# Making a complaint to the Reporter

## Easy Read Information for Parents/Carers



SCOTTISH  
CHILDREN'S REPORTER  
ADMINISTRATION



## Welcome

This leaflet provides information about making a complaint to the Scottish Children's Reporter Administration (SCRA).



If you need any help understanding this leaflet or our complaints procedure, please get someone to help you.

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## Can I make a complaint about SCRA?

Yes, you can 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
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SCRA cannot deal with complaints that are about the conduct of others, for example Panel Members or social workers.

If you are unhappy about the decision of a Hearing, then you should appeal the decision.

# How do I make a complaint?

There are different ways that you can complain to SCRA. You can make a complaint:



**In person:** You can visit one of our offices and talk to a member of staff.



**By completing our complaints form:** You can get a paper copy in one of our offices or you can get one from our website.



**By telephone:** You can telephone your local SCRA office – numbers for all our offices are available on our website.



**By email:** You can send us an email to [complaints@scra.gov.uk](mailto:complaints@scra.gov.uk)



**By writing to us:** You can send a letter to us - addresses of all our offices are on our website.



**By having someone contact us:** You can ask someone to contact us on your behalf like a friend or relative.

## What do I include in my complaint?

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 contacts or correspondence with us about your complaint
  - A daytime telephone number
  - The address and postcode to which we should send a reply
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## What happens when you receive my complaint?

We will always deal with your complaint in a fair way.

We will appoint someone with authority to investigate the complaint. This means they will look into your complaint and they will speak to you and other people involved. It is important they look at all the information to reach a decision.

We will let you know what is happening with your complaint.

# How long will it take for my complaint to be investigated?

SCRA will always try to deal with your complaint as quickly as possible. If a complaint is complex or requires a detailed investigation, it may take longer. If this is the case, your complaint will be acknowledged within three working days and you will receive a full response to your complaint within 20 working days.

However, sometimes it may take longer to ensure that your complaint is fully investigated.

If this happens, we will write to you to tell you this.

## Where can I get more information?

There is a special section on SCRA's website about complaints.

You can read our full Complaints Procedure and there is contact information. There is also a complaints form for children and one for young people.



**COMPLAINTS**

CHILDREN'S REPORTER

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 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)
- Through our website [www.scra.gov.uk](http://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.

## What if I am not happy with the outcome of my complaint?

If you are not happy with the outcome of your complaint you can contact the Scottish Public Services Ombudsman.

You can telephone them on [0800 377 7330](tel:08003777330).

You can write to them or visit them at:  
[Freepost SPSO \(no stamp needed\)](#)

You can fill in their complaints form online at:  
[www.spsso.org.uk/complain/form](http://www.spsso.org.uk/complain/form)

They also have an [easy read](#) booklet with more information.

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