



**Redress
Scotland**

**Redress Scotland
Complaints Procedure**

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1. INTRODUCTION

Redress Scotland values your feedback and uses this information to help us improve our services. It is important for us to understand when things have gone wrong or if you are unhappy with our service.

This guide describes Redress Scotland's complaints procedure and explains how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us.

2. WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction about:

- Redress Scotland's action;
- Redress Scotland's lack of action; or
- about the standard of service provided by Redress Scotland or on our behalf.

3. WHAT YOU CAN COMPLAIN ABOUT

You can complain about things like:

- failure or refusal to provide a service;
- poor quality or standard of service, or unreasonable delay in providing a service;
- if you are unhappy with one of Redress Scotland's policies or its impact on you;
- if Redress Scotland have not properly applied the law, a procedure or guidance when delivering our service;
- if Redress Scotland have not followed the appropriate administrative process; or
- the conduct, treatment or attitude of a member of Redress Scotland staff or contractor (except where there are arrangements in place for the contractor to handle the complaint themselves).

There are some things Redress Scotland can't deal with through our complaints procedure. These include:

- a first-time request for a service;
- a request for redress;
- issues that are in court or have already been heard by a court or a tribunal (if you decide to take legal action, you should let us know as the complaint cannot then be considered under this process);
- a disagreement with a decision about your application for redress;
- a request for information under the Data Protection or Freedom of Information (Scotland) Acts;

- a grievance by a staff member or a grievance relating to employment or staff recruitment;
- a concern about a child or an adult's safety;
- a request to re-open a previously closed complaint or request to have a complaint reconsidered where Redress Scotland has already given our final decision; or
- a concern about the actions or service of a different organisation, where Redress Scotland has no involvement in the issue (except where the other organisation is delivering services on our behalf).

Redress Scotland will give you information about procedures or available appeal processes that may help you resolve your concerns if we cannot resolve them under our complaints procedure.

4. WHO CAN COMPLAIN

Anyone who receives, requests or is directly affected by Redress Scotland's services can make a complaint. This includes a friend or the representative of someone who is unhappy with our service (for example, a relative, friend, advocate or adviser).

If you are making a complaint on someone else's behalf, you will normally need their written consent. Please read the section on '[getting help with your complaint](#)' in this document.

5. HOW DO I COMPLAIN?

Complaints can be sent to us by email or by post using the '[Redress Scotland contact details](#)' section of this document.

You can also complain to Redress Scotland by telephone by calling 0300 244 9090.

When complaining, please tell us:

- your full name and contact details;
- how you would like Redress Scotland to keep in touch with you (telephone, email or by post);
- as much as you can about your complaint;
- what has gone wrong; and
- what you would like Redress Scotland to do to resolve your complaint.

6. REDRESS SCOTLAND CONTACT DETAILS

Website: www.redress.scot

Email: complaints@redress.scot

Address:

Redress Scotland
PO Box 27177
GLASGOW
G2 9NL

Telephone: 0300 244 9090

7. WHAT HAPPENS WHEN I COMPLAIN?

Redress Scotland will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage 1 – Frontline resolution

Redress Scotland aims to respond to complaints quickly (where it is possible, when you first tell us about the issue). This could mean an on-the-spot apology, an explanation if something has clearly gone wrong, or immediate action to resolve the problem.

Redress Scotland will give you a decision at stage 1 within five working days, unless there are exceptional circumstances.

If you are not satisfied with the response Redress Scotland gives you at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to stage 2.

You must normally ask Redress Scotland to consider your complaint under stage 2 either:

- within six months of the event you want to complain about or finding out that you have a reason to complain; or
- within two months of receiving Redress Scotland's stage 1 response (if this is later).

In exceptional circumstances, Redress Scotland may be able to accept a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell Redress Scotland why.

Stage 2 – Investigation

Stage 2 deals with two types of complaints:

- where the person who submitted a complaint remains unhappy after they have received a response from Redress Scotland under stage 1 of our complaints procedure; and
- those that clearly require investigation, and so are handled directly at this stage.

If you do not wish your complaint to be handled at stage 1, you can ask Redress Scotland to handle it at stage 2 instead.

When using stage 2 of Redress Scotland's complaints procedure:

- Redress Scotland will acknowledge receipt of your complaint within three working days;
- Redress Scotland will confirm our understanding of the complaint and the outcome you are looking for;
- Redress Scotland will try to resolve your complaint where we can (in some cases we may suggest using an alternative complaint resolution); and
- Redress Scotland will give you a full response as soon as possible, normally within 20 working days.

If Redress Scotland's investigation will take longer than 20 working days, we will tell you. We will tell you our revised time limits and keep you updated on progress.

8. HOW LONG DO I HAVE TO MAKE A COMPLAINT?

Normally, you must make your complaint to Redress Scotland within six months of:

- the event you want to complain about; or
- finding out that you have a reason to complain.

In exceptional circumstances, Redress Scotland may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell Redress Scotland why.

9. WHAT IF I AM STILL UNHAPPY?

If you are still unhappy after Redress Scotland has given you our final decision, you can ask the Scottish Public Services Ombudsman to look at it.

The Scottish Public Services Ombudsman are an independent organisation that investigates complaints. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support).

You can ask the Scottish Public Services Ombudsman to look at your complaint if:

- you have gone all the way through the Redress Scotland complaints handling procedure;
- it is less than 12 months after you became aware of the matter you want to complain about; and
- the matter has not been (and is not being) considered in court.

The Scottish Public Services Ombudsman will ask you to fill in a complaints form and will ask to see a copy of the final letter Redress Scotland sent you in response to your complaint.

You can do this online at www.spsso.org.uk/complain/form or by calling the Scottish Public Services Ombudsman on Freephone 0800 377 7330.

The Scottish Public Services Ombudsman contact details are listed below:

Address (if you would like to visit in person, you must make an appointment first)	Scottish Public Services Ombudsman Bridgeside House 99 McDonald Road Edinburgh EH7 4NS
Freepost address	FREEPOST SPSO
Freephone	0800 377 7330
Online contact	www.spsso.org.uk/contact-us
Website	www.spsso.org.uk

You may wish to get independent support or advocacy support to help you with your complaint. Please see the section on '[getting help with your complaint](#)' below.

10. GETTING HELP WITH YOUR COMPLAINT

Redress Scotland understands that you may want to ask someone to make and manage a complaint on your behalf. We can take complaints from a friend, relative or an advocate, if you have given them your consent to complain on your behalf.

Redress Scotland will need proof that the person is authorised to act on your behalf. The proof we will need depends on the nature of the relationship you have with the person you would like to make a complaint on your behalf:

- if the person is a solicitor, or an advocate, we normally require a written request on the person's company headed paper, which confirms that they act for you and are authorised to make and manage a complaint on your behalf. In some cases a signed mandate may also be required; or
- if the person is a friend or relative, we will need a signed statement from you confirming you give your permission for them to make and manage a complaint on your behalf.

Third party consent can be withdrawn at any time. You can do this by contacting Redress Scotland by email, post or telephone. Please see the section on '[Redress Scotland contact details](#)' for our contact details.

Organisations who can help

You can find out more about advocates who may be able to help you with your complaint by contacting the Scottish Independent Alliance on 0131 510 9410 or at www.siaa.org.uk.

You can find out more about advisers who may be able to help you with your complaint by contacting Citizens Advice Scotland. More information is available at www.cas.org.uk.

11. ACCESSIBILITY

If you have trouble putting your complaint in writing, or want this information in another language or format, such as large font, or Braille, please contact us at complaints@redress.scot or call Redress Scotland on 0300 244 9090.

12. VERSION CONTROL

Version	Date	Purpose
V0.1	6 December 2021	First publication – to be reviewed

13. QUICK GUIDE TO REDRESS SCOTLAND'S COMPLAINTS PROCEDURE

Redress Scotland's complaints procedure

You can make your complaint by email, post or telephone.

Redress Scotland has a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. If it is clear that the matter will need investigation, we will tell you and keep you updated on our progress by your chosen method (email, telephone or post).



Stage 1: Frontline resolution

Redress Scotland will respond to your complaint quickly, within **five working days** if we can.

If you are unhappy with the response you receive from Redress Scotland, you can ask us to consider your complaint at stage 2 of our complaints procedure.



Stage 2: Investigation

Redress Scotland will look at your complaint at this stage if you are unhappy with our response at stage 1. We also look at some complaints immediately at this stage if it is clear that they need investigation.

Redress Scotland will acknowledge your complaint within **three working days**. We will confirm the points of your complaint to be investigated and the outcome you would like.

Redress Scotland will investigate your complaint and give you our decision as soon as possible. This will be within **20 working days** *unless* we need more time.



Scottish Public Services Ombudsman

If you remain unhappy after Redress Scotland has given you our final decision on your complaint, you can ask the Scottish Public Services Ombudsman to consider it.

We will tell you how to do this when we send you our final decision.