

## SCOTTISH FISCAL COMMISSION – COMPLAINTS POLICY

### **Making a complaint**

The Scottish Fiscal Commission is committed to delivering the highest standards of public administration. We value complaints and will use information from them to help us to deliver and sustain improvements in our administrative processes.

If you are dissatisfied with our service, please tell us. This Complaints Policy describes our complaints procedure and how to make a complaint. It also tells you about our complaints service standards and what you can expect from us.

### **What is a complaint?**

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us.

We will not treat as complaints any requests for information about, or comments about the content of, any of our reports, forecasts or assessments carried out and/ or published under our statutory functions and remit.

### **What can I complain about?**

You can complain about matters such as:

- failure to follow appropriate administrative process;
- treatment by or attitude of a member of Commission staff.

Your complaint may involve more than one aspect of our service.

### **What can't I complain about?**

Matters that we cannot deal with through our complaints handling procedure include:

- requests for information about the Scottish Fiscal Commission, including media enquiries;
- requests for information about, or comments about the content of, any of our reports, forecasts or assessments carried out and/ or published under our statutory functions and remit; this includes information about, or comments on, methodologies used by us, judgements made by us, or factors which have been taken into account including assumptions made by us and the risks which we have considered to be relevant in the preparation of our reports, forecasts and assessments;

*(If you are looking for further information on these matters, please contact [info@fiscalcommission.scot](mailto:info@fiscalcommission.scot) and we will be happy to help.)*

- attempts to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision;
- issues that are before a Court or have already been heard by a Court or Tribunal.

### **Who can complain?**

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. We will require proof that consent has been given if someone else is complaining on their behalf.

### **How can I complain?**

You can complain to us over the phone, in writing or by email.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of staff at the service you are complaining about.

When complaining, please tell us:

- your full name and address
- as much as you can about your complaint
- what has gone wrong
- how you want us to resolve the matter.

### **How long do I have to make a complaint?**

Normally, you must make your complaint within three months of:

- the event you want to complain about, or
- finding out that you have reason to complain, but no longer than 12 months after the event itself.

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

### **How do I make a complaint?**

In writing to:

Scottish Fiscal Commission, Governor's House, Regent Road, Edinburgh EH1 3DE

By email: [complaints@fiscalcommission.scot](mailto:complaints@fiscalcommission.scot)

By telephone: 0131 - 244 0738

## What happens when I have complained?

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

### Stage One: Frontline Resolution

We aim to resolve complaints as quickly as possible. This might mean an on-the-spot apology and explanation and immediate action to resolve the problem.

We will give you our decision at Stage One within **5 working days or less**, unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage Two. You may choose either to do this immediately or sometime after you receive our initial decision.

### Stage Two: Investigation

Stage Two deals with two types of complaint: those that have not been resolved at Stage One, and those that are complex and require detailed investigation.

When using Stage Two we will:

- acknowledge receipt of your complaint within **3 working days**;
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for;
- give you a full response to the complaint as soon as possible and within **20 working days**.

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

## What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or with the way we have dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot look at:

- a complaint that has not completed our complaints procedure (so please make sure that it has done so before contacting the SPSO);
- events that happened, or that you became aware of, more than 12 months ago;
- a matter that has been or is being considered in Court.

## **Contacting the SPSO**

- In person: SPSO, 4 Melville Street, Edinburgh EH3 7NS
- By post: SPSO, Freepost EH641, Edinburgh EH3 0BR
- Freephone: 0800 377 7330
- Online contact: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)
- Website: [www.spsso.org.uk](http://www.spsso.org.uk)
- Mobile site: <http://m.spsso.org.uk>

## **Getting help to make your complaint**

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance:

- Tel: 0131 - 260 5380
- Fax: 0131 – 260 5381
- Website: [www.siaa.org.uk](http://www.siaa.org.uk)

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help people to access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, such as large font, or Braille, email us at: [info@fiscalcommission.scot](mailto:info@fiscalcommission.scot)

## **Further information:**

- Quick Guide to Complaints

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