



The Scottish Parliament
Pàrlamaid na h-Alba

How to make a complaint about the Scottish Parliament



Easy read booklet

Who we are and what this booklet is about



The Scottish Parliament
Pàrlamaid na h-Alba

We are the **Scottish Parliament**.



We make **laws** in Scotland. We speak out for the people of Scotland.



Laws are rules that protect people and make sure everyone is treated in a good and fair way.



We want you to help us with the work we do but we know we make mistakes sometimes.



We want you to tell us if you are unhappy because we made a mistake.



When you tell us you are unhappy it is called a **complaint**.



This booklet tells you how to make a complaint about the Scottish Parliament if you are unhappy with our services or the people who work for us.



Our services could be when you

- visit us
- phone us
- email us
- look on our website.



When you make a complaint it helps us get better at what we do.

When you can make a complaint



You can make a complaint if

- we don't do a service that we say we do
- we do a service badly
- we take a long time to do a service
- a person who works for us is rude to you
- a person who works for us treats you in an unfair way
- you don't like a **policy** we have.

A **policy** is a set of ideas we follow. We have policies about things like tickets, tours or languages in the Scottish Parliament.

This booklet does not tell you how to make a complaint about **Members of the Scottish Parliament** or other organisations like the NHS, a council or the police.



Members of the Scottish Parliament (also called **MSPs**) are **politicians**. **Politicians** are people who make decisions and laws for the country you live in.



MSPs have to follow a **Code of Conduct**. This is a set of rules about how they should behave.



You can make a complaint about an MSP if you think they have broken a rule in their Code of Conduct.



If you want to make a complaint about an MSP or another organisation get in touch with us and we will tell you what to do.



To find out how to get in touch with us click here or look on page 15 of this booklet.


How to make a complaint



To make a complaint you can

- phone us
- email us
- write us a letter
- tell us in person
- fill in a form.

You can ask us for a paper version of the form. [Click here](#) or look on page 15 of this booklet.



Name _____
Address _____

Phone Number _____

You need to tell us

- your name
- your **contact details**. **Contact details** are your phone number, email address or postal address
- what your complaint is about
- what you want us to do about your complaint.

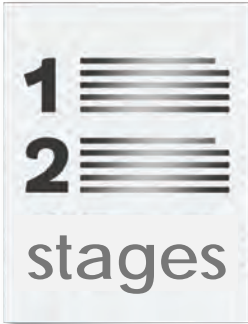


less than
6
months

You must make your complaint in less than 6 months from

- when the mistake happened or
- when you found out you could make a complaint about the mistake.

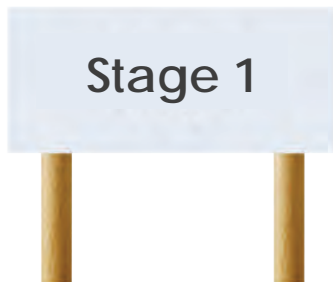
What happens when you make a complaint



There are 2 **stages** when you make a complaint. A **stage** means a part of the complaints process.



At the end of each stage we make a **decision** about your complaint. A **decision** means what we will do because of your complaint.



Stage 1

Stage 1 is called **frontline response**. It is for simple complaints.



Simple complaints are complaints we can deal with quickly in the area where they happened.



less than
5
days

At stage 1

- we deal with your complaint straight away

or

- we tell you our decision about your complaint in less than 5 **working days**.

A **working day** is any day that is not a weekend or a bank holiday.



If you are happy with our decision that is the end of the complaint.



If you are unhappy with our decision you can ask us to look at your complaint again.



If you ask us to look at your complaint again it goes to stage 2.



Stage 2

Stage 2 is called **investigation**. It is for difficult complaints or complaints that did not end at stage 1.



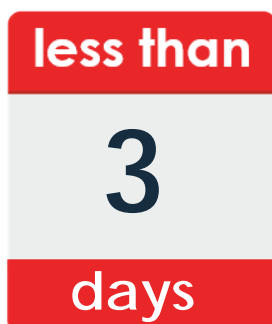
Stage 2 complaints take longer to deal with. They need to be **investigated**.



Investigated means we look at them closely and get lots of information before we make our decision.



The most important people who work for us are in charge of stage 2 complaints.



At stage 2 we tell you we have got your complaint in less than 3 days.



We phone you and talk to you about what we will investigate about your complaint. We ask you what you want us to do about your complaint.



If you don't want us to phone you, you can tell us a different way we can get in touch with you.



We tell you our decision about your complaint in less than 20 working days.



Sometimes we need longer than 20 working days. We will tell you if we need longer than 20 working days.



If you are happy with our decision that is the end of the complaint.



If you are unhappy with our decision you can tell the **Scottish Public Services Ombudsman** (also called the **SPSO**).



The SPSO is a free and **independent** service that can look at complaints made about the Scottish Parliament after stage 2.



Independent means the SPSO is not part of the Scottish Parliament. It is separate and makes its own decisions.



The SPSO will check we did the right things with your complaint before we made our decision.



To find out more about the SPSO go to this website
www.spso.org.uk

If you want someone to help you make a complaint



If you don't want to make a complaint yourself you can ask someone like a friend or a person in your family to help you.



You can also ask someone from a special organisation to help you.



The person who helps you is called an **advocate** or an **adviser**.



You must give your **consent** to let someone help you. **Consent** means you say they are allowed to help you make your complaint.



The **Scottish Independent Advocacy Alliance** or **Citizens Advice Scotland** can tell you what to do if you want someone to help you make your complaint.



To get in touch with the Scottish Independent Advocacy Alliance

call this phone number
0131 510 9410



send an email to this address
enquiry@siaa.org.uk

or go to this website
www.siaa.org.uk



To get in touch with Citizens Advice Scotland

go to this website
www.cas.org.uk



or look for their phone number in the phone book for your local area.

What we do with your information



Your information means anything you tell us that lets other people know who you are, like your name or email address.



You should only tell us information about your complaint.



We use your information to deal with your complaint. We keep your information for 3 years or less.



Get in touch with us if you want to find out more about what we do with your information.

To find out how to get in touch with us click here or look on page 15 of this booklet.

How to get in touch with us



If you want to make a complaint or you have any questions send an email to this address info@parliament.scot



write to us at this address
Public Information (Complaints)
The Scottish Parliament
Edinburgh
EH99 1SP



or call this phone number
0800 092 7500

If you want to call in British Sign Language (also called BSL) go to this website contactscotland-bsl.org



You can make a complaint in any language including Gaelic or BSL.