



**Guidance for
completing
the handling
complaint
form**



Completing our complaint form

Section 1

about you

This section must be completed by each person making the handling the complaint.

Please note that if you want to make a handling complaint, you must have been involved in the original conduct complaint.

You should give relevant contact details e.g. address, telephone number(s) etc. It is also important to let us know if your contact details change.

If you have any additional needs that you think we should be aware of when contacting us, please let us know.

If you are complaining on behalf of someone else, you must also complete **section 2**.

Section 2

complaining on behalf of someone else

This section is **ONLY** to be completed if you are complaining on behalf of someone else. We may contact them to confirm that they have consented to the complaint being made on their behalf.

It is important that the person you are making the complaint on behalf of signs the form. If they are unable to do so, we ask that a signed letter of authority, copy of Power of Attorney or other similar document is provided.

If you are making the complaint on behalf of someone, we will primarily correspond with you, unless we are told otherwise.



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Section 3

who you are complaining about

In this section, you are asked to tell us which professional organisation you are complaining about and if it has completed its investigation of the conduct complaint.

If the professional organisation has completed their investigation letter, you will have received a final decision letter from them. You have 6 months from the date of the final decision letter to make a handling complaint.

You may also complete this form if the investigation of the conduct complaint has not yet started or is still in progress and you have concerns about the way the investigation is progressing.

what you are complaining about

This is about the professional organisation's handling of the complaints process- not about the original conduct complaint.

We ask that you briefly list the main points of your complaint e.g. delay, failure to understand the complaint, failure to take into account all of the evidence, poor communication.

Section 4

how has this affected you?

Please tell us how you have been affected by the way that the professional organisation dealt with matters. This could cover things like stress and inconvenience in having to chase for updates, confusion about the process etc.

If you had to pay for things as a result of the professional organisation's actions, tell us how much you had to pay and send us copies of receipts, if you have these.

what would help you to resolve the problem(s)?

Tell us how you would like your handling complaint to be resolved and in what way.

Things we can do include ask the professional organisation to revisit the complaint, pay you compensation, provide you with information, make improvements or changes to the process.

We may not be able to direct a professional organisation to do all of the things that you would like, but this is something we will be able to discuss with you once your complaint has been received.

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Section 5

declaration

We cannot investigate your complaint until we receive a signed and dated complaint form. If you are submitting the form electronically, you can either print, sign and send the form to us, or send us a scanned copy of the complaint form.

If you are submitting a joint complaint, please ensure each complainer signs the form.

By signing the form, you are consenting to the SLCC using the information you provide, for the purposes of investigating and determining your complaint.

The form also details who we may share information about your complaint with.

Full details on how we use your information can be found in the SLCC's full Privacy Notice on our website at:

www.scottishlegalcomplaints.org.uk/privacy

If we accept or reject your complaint, we will notify the relevant professional organisation and the practitioner that we have received a handling complaint from you. We will also notify them of the subject of that complaint and the decision we have reached.

Diversity monitoring form

The information given on this form will help us monitor who uses our services and to ensure we reach the widest possible audience.

The information is confidential and will be kept separate from your complaint form. It will not affect the way your complaint is handled.

You do not have to fill in this form. However, it would be useful for us if you did.



0131 201 2130

If you require this information in an alternative format (such as audio, large print or braille) please contact us.

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 @slcccconplaints

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