Children in Scotland

Complaints process

Submitting a complaint

You can make your complaint in person to any member of staff, by phone, by e-mail or in writing.

Stage 1: early resolution

We will work with you to try find a solution as quickly as possible.

We will acknowledge your complaint within five working days and respond within 20 working days.

Satisfactory conclusion reached?

Yes: no further action required

No: proceed to Stage 2

Stage 2: investigation

If you (or we) feel your complaint merits an investigation, or if you are dissatisfied with our response at Stage 1, we will proceed to this stage. The complaint will be discussed with the individual raising the issue and, if the complaint refers to individual/s within the organisation, with the person/s concerned.

A response, with our decision will be shared within 20 working days.

Satisfactory conclusion reached?

Yes: no further action required

No: proceed to Consideration by the Chief Executive

Consideration by Chief Executive

If you remain dissatisfied with our decision, you can ask, within 10 working days, that the Chief Executive considers it.

The Chief Executive will review the matter and respond within 20 working days.

The Chief Executive's decision is final.

Where the complaint relates to the Chief Executive or a Director of the Board, it will be dealt with as a Stage 2 investigation

A Director of the Board will investigate and report to a panel of at least two other Directors who will respond with a decision within 20 working days.

Satisfactory conclusion reached?

Yes: no further action required

No: proceed to Consideration by the Convener

Consideration by Convener of the Board

If you remain dissatisfied with the decision, you can ask, within 10 working days, that the Convener of the Board considers it.

The Convener will review the matter and respond within 30 working days.

The Convener's decision is final.