



How to make a complaint to: The Scottish Legal Aid Board (SLAB)

What is a complaint?



A complaint is where you let us know that you are unhappy about something like:

- the way we have treated you
- the way we have dealt with a matter involving you.

You will not get in trouble for making a complaint.

When to complain?



You should complain as soon as it happens but no more than **six months** after.

How to complain?

You can complain OR someone can complain for you, such as:

- a friend
- a relative
- an advocate.

The Scottish Independent Advocacy Alliance (SIAA) can support you to make a complaint.

SIAA telephone – 0131 260 5380.

SIAA website – www.siaa.org.uk.

If:

- you are under 18
- you are complaining on behalf of someone under 18
- your complaint is about a situation involving someone under 18,



let us know because we can offer you help and information to make the complaints process easier to understand.

Here are the contact details for SLAB

Come to our office to complain in person.
Information on how to get to our office and its accessibility features: [Office accessibility for Thistle House](#).



Or write to us:
SLAB, Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HE.



Telephone: 0131 226 7061



Or you can email us at:
general@slab.org.uk.



Tell us

- your name
- your address



- how we can contact you
- why you are complaining – what has gone wrong and what we can do to make it better.



Tell us how you would like us to reply to you – for example, if you would prefer an email or a letter, or if you need us to use a different format.



What will we do?

We will try our best to make things better.



We will let you know that we have received your complaint within **five working days**.



Simple Complaints

For some complaints, we aim to respond to you within **five working days** to offer an explanation or an apology.



Complicated complaints



If your complaint is more serious, we will need **more time** to look into what happened.

We aim to tell you how we have dealt with your complaint within **20 working days**.



If you are still unhappy



Contact the Scottish Public Services Ombudsman (SPSO) and ask them to look at your complaint.



SPSO website – www.spsso.org.uk/contact-us.

If your complaint is about your solicitor, you may also complain to the Scottish Legal Complaints Commission (SLCC).



SLCC email –

enquiries@scottishlegalcomplaints.com.



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