

# 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 – <u>www.siaa.org.uk</u>.

lf:

- 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: <u>Office</u> <u>accessibility for Thistle House</u>.

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

Telephone: 0131 226 7061

Or you can email us at: <u>general@slab.org.uk</u>.

# 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.spso.org.uk/contact-us.

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

SLCC email –

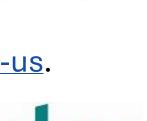
enquiries@scottishlegalcomplaints.com.











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