



POLICE COMPLAINTS COMMISSIONER FOR SCOTLAND

STANDARDS OF SERVICE

Phone

We will answer all phone calls within six rings and give the name of our organisation. Where an individual member of staff is not available your call will be taken by a colleague, or voice-mail. Answerphone machines will only be used outside normal office hours, on public holidays, during staff development, in cases of emergency or in exceptional circumstances.

Correspondence

We will acknowledge all initial letters, faxes and e-mails within 2 working days of receiving them. We will update you with progress on your complaint handling review every 28 days at least.

Meetings

We are a small organisation, so we suggest you ring us first to ask about making an appointment. We will always see you within 10 minutes of your appointment time.

Information and openness

You can get information, in plain language, about our plans and activities by phoning, writing to our offices, e-mailing us at enquiries@pcc-scotland.org or visiting our website www.pcc-scotland.org. Where possible, pages within the website comply with the Web Accessibility Initiative (WAI) priority 2 guidelines (AA). Many priority 3 guidelines (AAA) have also been followed in the creation of the site.

We will deal with other requests for information in line with the Scottish Government's Code of Practice on Access to Government Information. We will give you information we are able to issue within 20 days of receiving your request.

Consultation

We consult our contacts and partners regularly through day-to-day contact, meetings and surveys. Your views on our operations, and your understanding of our role, are important to us.

Accounts and payments to suppliers

We follow the Government's policy on payment performance and aim to pay all invoices not in dispute within 30 days (or the agreed terms if different).

Our performance

If you are not happy with the quality of our service we want to know about it. We take all complaints seriously, and have an effective, easy-to-use complaints procedure.

If you complain directly to the member of staff dealing with you it may be possible to resolve the problem quickly on the spot.

You can make a formal complaint by contacting our Strategic Business Manager. We will acknowledge all formal complaints within two working days. The Strategic Business Manager will examine your complaint and will respond within 28 working days. This is to allow the Strategic Business Manager to send you a full and considered reply. If he/she needs more time to examine your complaint he/she will contact you regularly to keep you informed.

If we do not uphold our own standards, we will apologise, try and explain what happened and tell you what actions we are taking to make sure the problem does not happen again.

If you are dissatisfied with the response from the Strategic Business Manager you can ask for your complaint to be referred to the Director, who will review what has happened and respond to you. This completes our formal internal complaints procedure.

Scottish Public Services Ombudsman

If you remain dissatisfied after using all stages of our internal complaints procedure you have the right under the Scottish Public Services Ombudsman Act 2002 to make a complaint to the Scottish Public Services Ombudsman.

Scottish Public Services Ombudsman, Freepost EH641, Edinburgh, EH3 0BR

Phone: 0800 377 7330

Text: 0790 049 4372

Fax: 0800 377 7331

Website: www.spsso.org.uk

E-mail: ask@spsso.org.uk

Contact us

Our normal office hours are 9.00am to 4.45pm, Monday – Friday.

Write to us at: PO Box 26300

Hamilton

ML3 3AR

Phone: 0808 178 5577

E-mail: enquiries@pcc-scotland.org

Website: www.pcc-scotland.org

We welcome enquiries and complaints in languages other than English. If you would like to speak to us in a language other than English we can arrange interpreting support. Some of our publicity material is available in other languages and formats: please contact us for further details.