

Formal complaints procedure



We aim to resolve complaints informally as soon as they occur and any concerns during a hearing can be raised in person at the Inquiry reception desk.

However, in some circumstances we may be unable to do so, either because what appears to be a simple or straightforward issue is more complicated than it first appears or because it has not been addressed to your satisfaction informally. In these situations you may wish to make a formal complaint.

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- treatment by or attitude of a member of staff

Your complaint may cover more than one area or someone working on our behalf.

There are some things we can't deal with through our complaints procedure. These include (but are not limited to):

- any element or issue set out in the terms of reference of the Inquiry
- a routine first-time request for a service
- a request for compensation
- legal proceedings or judgements
- the actions or service of a different organisation, where we have no involvement in the issue (except where the other organisation is delivering services on our behalf)
- a decision or finding of the Inquiry

Anyone can make a complaint to us, including the representatives of someone who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. You can find out about advocates in your area by contacting the [Scottish Independent Advocacy Alliance](#)

We ask that a formal complaint is made in writing so that we can consider it fully before responding formally.

We ask that you make your complaint within six months of the event. However, if you do not find out that you have a reason to complain until later, you can lodge a complaint up to 12 months after the event itself. If you feel that the time limit should not apply to your complaint, please tell us why.

SCOTTISH HOSPITALS INQUIRY

Submit a complaint either by email public@hospitalsinquiry.scot or write to:

Complaints
Scottish Hospitals Inquiry
3rd Floor, 20 West Register Street
Edinburgh
EH2 2AA

Please give full details and include information about what aspect of the Inquiry you are dissatisfied with. Please also include within the email header 'complaint', so we can quickly direct your complaint to the appropriate team.

To enable us to respond, please provide us with the following details:

- A clear description of the complaint and your suggestion to rectify matters
- Your full postal address, phone number and email address (if you have one)

We will acknowledge your complaint within 2 working days of receipt and aim to respond to you within 10 working days of acknowledgement.

If it is not possible to give you a full reply within 10 working days of acknowledging receipt, for example if your complaint requires more detailed consideration, we will tell you what is being done and when you can expect a full response.

Where things could have been done better we will acknowledge this and tell you what will be done to avoid the same thing happening again. Equally, if we do not uphold your complaint, we will tell you why.

Our response to you will include details of what to do if you believe your complaint has not been dealt with properly. If you are unhappy with the response from the Inquiry Team please tell us and we will advise who you should contact and what will happen next.

We may decline to deal with:

- Complaints that are abusive
- Persistent correspondence
- Complaints where our formal complaints procedure has been exhausted