

How to Make a Complaint

JustRight Scotland (SCIO)

Your right to complain

Please tell us if you are not happy with our service. We welcome complaints because they help us to improve the quality of the service.

We treat all complaints seriously and we deal with them promptly.

We keep complaints confidential. Our advice records and our complaints records are completely separate.

Please note that we have separate complaint processes for complaints made against our legal and non-legal staff. This is because our legal staff are regulated by the Law Society of Scotland and there is a specified process for service and conduct complaints. If you wish to make a complaint about one of our legal staff, then please see our Complaints Process and Form relating to JustRight Scotland LLP, which you can find on our website.

This document explains the process as regards complaints relating to our non-legal staff.

If you have a complaint, who do you contact?

- You can discuss your complaint with the staff member at JustRight Scotland (JRS) responsible for working with you, so that we can try to resolve it straight away. Often things can be quickly put right this way.
- If you want to discuss the problem with someone else at JRS, you can ask to speak to our **Chief Executive Officer, Emma Hutton**.
- If your complaint is in relation to our Chief Executive Officer, then you can contact the **Chair of the Board of Trustees, Colin McKay**.

Scotland's Legal Centre for Justice and Human Rights

JustRight Scotland is a Scottish Charitable Incorporated Organisation (SC047818) which provides legal services through its limited liability partnership, JustRight Scotland LLP which trades as JustRight Scotland (SO305962). This firm has been authorised to act as solicitors by the Law Society of Scotland (Registered No 53703). Our Registered Office is: Suite 1/1, Libertas House, 39 St Vincent Place, Glasgow G1 2ER.

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How to reach us?

- You can phone us on 0141 406 5350 and ask to speak to Emma or Colin.
- You can fill out this complaint form and send it to us at 1/1, Libertas House, 39 St Vincent Place, Glasgow, G1 2ER or email it to info@justrightscotland.org.uk marked Confidential and for the attention of Emma Hutton or Colin McKay. Or you can give the information in a letter if you prefer: it will be treated by us in the same way.
- You are welcome to ask someone else to make your complaint for you by telephone, letter, or coming into the office – but please make sure they have your written consent first.

What information do we need to deal with your complaint?

- You can complete the form below, or if you are making your complaint by email, then provide us with:
 - Your name, telephone number, email and address;
 - Any special needs or requirements you wish to be accommodated, e.g. an interpreter, other accessibility needs;
 - How would you like us to communicate with you, e.g. by email, telephone, letter?
 - The name(s) of the JRS staff member(s) you work with;
 - The nature of your complaint, i.e. what has happened, and when?
 - What is the outcome that you are looking for?

Method and timescales of dealing with the complaint

- We will aim to acknowledge your complaint within 5 working days, so that you know we have received it. In doing so, we will summarise our understanding of the complaint and tell you what the next steps will be.
- We will then consider your complaint. We follow [the guidance](#) issued by the Scottish Charity Regulator (“OSCR”). We will investigate the complaint and speak to anyone involved in the matter, as appropriate. We may also take further information from you, and we will communicate with you to understand what you want to resolve matters. We will keep you up to date with the progress of our handling of the matter.
- We will then communicate to you the outcome of our consideration. We will do this in the manner you have requested in your complaint. We will aim to do all of this within 28 days from the date we receive the complaint. It is our priority to handle complaints promptly. Some complaints may take longer to deal with

than initially expected but we will keep you up to date with developments and revised timescales.

Feedback and retention of information

- After the complaint process has concluded, we will seek your feedback on how it was handled.
- We are required by our regulators to hold a register of complaints which notes the complaint, the outcome, and how it was handled. We may use some of this information to monitor the quality of the work we do, but would only do so anonymously, so that you cannot be identified. We promise to keep your information, including your private and sensitive information, safe and secure. You can ask to see what information we hold about you at any time, and you can ask us to delete this information if you wish. Please see our Privacy Policy for further details: <https://www.justrightscotland.org.uk/contact/privacy-policy/>

If you are not happy how we deal with your complaint

- If you are still not satisfied, you have the right to take the matter up with the OSCR at The Scottish Charity Regulator (OSCR), 2nd Floor, Quadrant House, 9 Riverside Drive, Dundee DD1 4NY, by ringing 01382 220 446 or visiting their website: <https://www.oscr.org.uk/about-charities/raise-a-concern/how-oscr-deals-with-concerns-and-inquiries/>. You can also reach them at info@oscr.org.uk. You can read OSCR's guidance on how they handle complaints here: <https://www.oscr.org.uk/media/1768/2014-12-22-oscr-inquiry-policy-document.pdf>

Prepared by: Andy Sirel, Legal Director and Partner

Approved by: Emma Hutton, CEO

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Complaint Form

Your name:

Address:

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Telephone number (if any):

Email (if any):

Preferred method of contact:

Any accessibility needs:

Name(s) of the JRS staff member(s) you work with:

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Please give as much detail as you can, including the time and date when the problem arose and who the complaint is about. Then send or give this form to us without delay. You should also sign and date the form.

Signed: Date:

Thanks for completing our form. We will use the information you have provided to consider your complaint, and to keep a record of the kinds of complaints we receive. We may use some of this information to monitor the quality of the work we do, but would only do so anonymously, so that you cannot be identified. We promise to keep your information, including your private and sensitive information, safe and secure. You can ask to see what information we hold about you at any time, and you can ask us to delete this information if you wish. Please see our Privacy Policy for further details: <https://www.justrightscotland.org.uk/contact/privacy-policy/>