

Scottish Child Abuse Inquiry

PO Box 24085; Edinburgh EH7 9EA

Email: information@childabuseinquiry.scot

COMPLAINTS PROCEDURE

Why we have a complaints procedure

We always aim to be responsive, professional, and helpful. However, we recognise that we may not get it right every time. If you think we got it wrong, we want you to tell us about it so that we can try to put things right.

Making a complaint

- Provide your name and address – either postal address or email address;
- Explain your complaint as clearly as you can;
- Give us the details – including dates, particular events and names of any staff you spoke to at the time.

How we will deal with your complaint

We will:

- Acknowledge your complaint within 3 working days from receipt;
- Fully investigate your complaint; and
- Aim to provide you with a written response within 10 working days.

If that deadline cannot be met, you will receive an explanation informing you when you can expect a full response.

If you wish to make a complaint

Stage 1

At Stage 1, your complaint will be dealt with by a senior manager. Please send your complaint in writing to:

Complaints
PO Box 24085
Edinburgh
EH7 9EA

By email information@childabuseinquiry.scot.

Stage 2

If you are not happy with the reply at Stage 1, please contact Julie-Anne Jamieson, Secretary to the Inquiry:

In writing Julie-Anne Jamieson
Secretary to Scottish Child Abuse Inquiry
PO Box 24085
Edinburgh
EH7 9EA

By email information@childabuseinquiry.scot

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Stage 3

If you are not happy with the response you receive from the Inquiry Secretary and still feel that your complaint has not been adequately dealt with, you can contact the Chair of the Inquiry. The Chair is the final point of appeal for complaints. You should contact the Chair of the Inquiry:

In writing Rt Hon Lady Smith
 Chair of Scottish Child Abuse Inquiry
 PO Box 24085
 Edinburgh
 EH7 9EA

By email information@childabuseinquiry.scot