

# Scottish Child Abuse Inquiry

## Complaints Policy

In all our work, we aim to maintain excellent standards at all times.

### Standards you can expect when engaging with the Inquiry

We will:

- treat all who engage with the Inquiry courteously and with respect;
- maintain confidentiality;
- respond to phone calls, emails and letters promptly;
- provide clear information about the work of the Inquiry, what we can and cannot do, and how you can engage with us;
- ensure our staff have the skills to do their jobs effectively and in a trauma informed way.

However, we recognise that there may be times when it seems we have fallen short of those standards in some way. We will take complaints seriously. If our performance is found to have fallen short of our standards, we want to try to put things right.

Please note, however, that observations about the way in which a decision has been made or disagreement with a decision are not complaints falling within the ambit of this policy.

### Making a complaint

- Provide your name and either postal or email address – we cannot respond to anonymous complaints;
- Explain your complaint as clearly as you can;
- Provide the details of what you are complaining about– including dates, particular events and, if known, the names of any staff who were involved;
- If you do not provide the above information, we may not be able to respond to your complaint and may decide to take it no further.

### How we will deal with your complaint

We will:

- Acknowledge your complaint within 3 working days from receipt;
- Explore with you whether your complaint can be resolved without further investigation;
- If investigation is required, properly and appropriately investigate your complaint; and
- Aim to provide you with a written response following such investigation, within 10 working days.

If that deadline cannot be met, you will receive an explanation and we will inform 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:

# Scottish Child Abuse Inquiry

## Complaints

PO Box 24202  
Edinburgh  
EH3 1JN

By email [information@childabuseinquiry.scot](mailto:information@childabuseinquiry.scot).

## Stage 2

If you are not happy with the reply at Stage 1, please contact Julie-Anne Jamieson, Chief Executive:

In writing Julie-Anne Jamieson  
Chief Executive  
Scottish Child Abuse Inquiry  
PO Box 24202  
Edinburgh  
EH3 1JN

By email [information@childabuseinquiry.scot](mailto:information@childabuseinquiry.scot)

## Stage 3

If you are not happy with the response you receive from the Chief Executive and still feel that your complaint has not been adequately dealt with, please contact the Chair of the Inquiry. You should contact the Chair of the Inquiry:

In writing Rt Hon Lady Smith  
Chair of Scottish Child Abuse Inquiry  
PO Box 24202  
Edinburgh  
EH3 1JN

By email [information@childabuseinquiry.scot](mailto:information@childabuseinquiry.scot)