

How to make a complaint to the: Crown Office and Procurator Fiscal Service (COPFS)



CROWN OFFICE
& PROCURATOR
FISCAL SERVICE

SCOTLAND'S PROSECUTION SERVICE



What is a complaint?

A complaint is where you let us know that you are **unhappy** about something like:



- the way the organisation has treated you
- the way they have dealt with a matter involving you

You will not get in trouble for making a complaint.



When to complain?

You should complain as soon as it happens or within 6 months.

- You can complain

OR someone can complain for you such as:



- a friend
- a relative
- an advocate (someone from the Scottish Independent Advocacy Alliance who will support you)

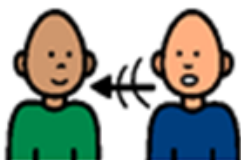


The Scottish Independent Advocacy Alliance (SIAA) can support you to make a complaint.

Telephone - 0131 260 5380

Website - www.siaa.org.uk

Here are the contact details for the Crown Office and Procurator Fiscal Service(COPFS)



Go to your local office to complain in person



You can find details of your local office on our website

www.crownoffice.gov.uk



Telephone our National Enquiry Point on 01389 739 557



Write to us

Response and Information Unit,
COPFS
25 Chambers Street
Edinburgh
EH1 1LA



Or you can email us at

Complaints@copfs.gsi.gov.uk



Tell us

Tell us your name, address and
how we can contact you



Tell us why you are complaining.
What has gone wrong?
What has happened?
What can we do to make it
better?



Tell us how you would like us to
reply to you – for example, if you
would prefer an e-mail or a letter,
or if you need us to use a
different format.

What will we do



We will try our best to make things better.



We will let you know that we have received your complaint within **5 working days**.

Simple Complaints



For some complaints, we aim to contact you to discuss your issue within **5 working days** to offer an explanation or an apology.

Complicated complaints



If your complaint is more serious we will need **more time** to look into what happened.



We aim to tell you how we have dealt with your complaint within **20 working days**.

If you are still unhappy



If you are still unhappy you can contact the Scottish Public Services Ombudsman and ask them to look at your complaint.



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