

Comments and complaints form

You can use the F11 key to navigate through this form or click into the relevant fields to enter details.

You can find more information about COPFS complaints procedure by going to our website at [www.copfs.gov.uk](http://www.copfs.gov.uk) or by asking a member of staff.

# Section 1 – Your contact details

Please provide your information below. Your personal information will only be used for the processing of this correspondence.

If you subsequently make a complaint to the office of the Scottish Public Services Ombudsman, your information may be shared with them.

Forename:

Surname:

Current address including post code:

Telephone number:

Email address:

## How do you wish us to contact you?

Email

Letter

Other(If other please use space below)

Other

## Do you have any additional support needs?

For example - large font; braille; help with writing your complaint or a translated form.

## What is the nature of this correspondence?

Comment

Complaint

Compliment

## Acting on behalf of someone else – Delegated representative

### Who have you been delegated to represent?

You should make sure that the person you represent has completed and signed the consent form at Section 4 below. Otherwise COPFS cannot discuss this complaint with you.

### What is your comment, complaint, or compliment about?

* Decision whether to prosecute
* Handling of a case in court
* Delay/Lack of communication from COPFS Staff
* Treatment by/attitude of member of staff
* Return of property used as evidence
* Administrative failure
* Deaths
* Other
* If other, please specify details

### Give details of your comment, complaint or compliment

# Section 2 – Information required for criminal case

If your comments relate to a criminal case, provide as much information in this section as you can.

## How were you involved in the case?

Were you:

* an accused in a criminal case?
* a victim or witness in a criminal case?
* a relative of a person who has died?
* involved in another way?

If you were involved in another way, please give details below.

## Do you have a reference number?

If you have any reference numbers, let us know below.

Procurator Fiscals Ref:

Police:

Court:

RIU:

If you do not have any reference numbers, complete the information below if possible.

Name of the accused or person who died (if relevant)

The charges/crime (if known) e.g. assault theft etc

Any other information that you can provide about the case

# Section 3 – What you are expecting from your complaint or comment

Please select all possible outcomes you would like.

Explanation

Apology

Review of decision

Return of property

Other

Give details if you selected ‘Other’.

# Section 4 - Obtaining consent to acting on behalf of someone else

We know that not everyone is comfortable or confident about making a complaint. However, we are unable by law to provide personal information to another person without your consent.

Complete the consent form below if you would like someone else to write to us on your behalf.

## Delegated representative consent

Your name:

Your address and post code:

I authorise (name of representative):

of (their address and contact details):

To make a complaint on my behalf to the Crown Office and Procurator Fiscal Service (COPFS).

I understand that this may result in COPFS disclosing to my representative personal information relating to myself and the complaint I am making.

Your signature:

Date:

# Section: 5 - Submitting your comment, complaint, or compliment form

To submit your comment, complaint or compliment, send this completed form by email to [Complaints@copfs.gov.uk](mailto:Complaints@copfs.gov.uk)

You can also send your complaint in writing to:

The Response & Information Unit

Policy Division

Crown Office

25 Chambers Street

Edinburgh

EH1 1LA