

Have your say

We are committed to listening and responding to you.

We welcome your comments which help us to improve our service.

We aim to resolve any problems as soon as possible and in most cases we should be able to do so straight away. If you wish to make a complaint, please speak to the reception staff at your local Procurator Fiscal's office. If you can't do this, or if we are unable to resolve your complaint right away, please complete this form and send it to us.

You can also use the form to send us your suggestions or compliments.

Should we be unable to resolve any complaint immediately you can give the details in writing, either by letter or by completing the form overleaf; by email to ps/copfs@scotland.gsi.gov.uk, or through our website at www.crownoffice.gov.uk.

We will acknowledge receipt of your complaint within three working days and we aim to provide a full response within 20 working days.

If you wish, details of our Customer Feedback Procedure in an alternative language, large print, Braille or as audio, please contact your local Procurator Fiscal's office.

Please keep this part of the form for your records.

Using capitals, please complete in blue or black ink

Today's date

Your full name (Mr, Mrs, Ms etc)

Your address

Postcode Daytime telephone number

Email

Type of comment (please tick)

Compliment Suggestion Complaint

If you are making a complaint on behalf of someone else, please tick

If you are making a complaint for someone else, what is your relationship? (relative, friend, solicitor, etc)

If you want to tell us or ask us about a particular criminal case please give us whatever details you have. (name of accused; date of any proceedings; procurator fiscal number, etc)

If necessary, what is the best way for us to contact you? (please tick)

Telephone Letter Email

Comments

Thank you for taking the time to give us your comments. Please remove the left hand portion then seal this card by moistening the edges and folding over. You can hand it to a member of staff, or post it to us at the address overleaf.



Please
affix stamp



have *your* say



A commitment to listening and responding
to those we serve and work with