

# 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

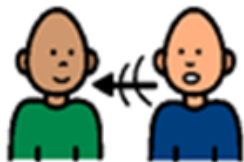
Website - [www.siaa.org.uk](http://www.siaa.org.uk)



CROWN OFFICE  
& PROCURATOR  
FISCAL SERVICE

SCOTLAND'S PROSECUTION SERVICE

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](http://www.crownoffice.gov.uk)



Telephone our National Enquiry Point on 0300 020 3000



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](mailto: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.



made with



& Bonnington Symbols