



**National
Records of
Scotland**

Complaints Procedure

March 2012

The National Records of Scotland (NRS) is committed to providing you with the highest possible standard of service. If things go wrong we would like to help you so please tell us when a problem arises.

Making a complaint

We want to resolve complaints as quickly as possible. If you are visiting us or dealing with a particular service, please contact a member of staff in that area in the first instance, who will try to sort things out for you as quickly as possible or put you in touch with someone who can help.

You can also contact us by letter, e-mail or telephone as follows:

Complaints
Business Management Unit
National Records of Scotland
HM General Register House
2 Princes Street
Edinburgh
EH1 3YY

Tel: +44 (0) 131 535 1371

E-mail: complaints@nas.gov.uk

If you are not satisfied with our initial response to your complaint, you may wish to make a formal written complaint by either letter or email.

Our procedure

When contacting us with a formal complaint, please give as much information as possible so that it can be fully investigated.

All formal complaints are logged by our Business Management Unit in our complaints register.

We aim to respond to complaints within 10 working days from receipt of your correspondence. If, for some reason, we cannot do this, we will send you an interim response explaining why there is a delay and giving an indication of when a full response will be available.

Internal review of response

If you tell us that you are not happy with our response to your formal complaint, it will be escalated to the Registrar General for Scotland and Keeper of the Records of Scotland (Registrar General and Keeper). Please send your complaint in writing, enclosing our initial reply to you and detailing any information you think relevant to your complaint.

The Registrar General and Keeper will review our response to your complaint, and reply to you within 10 working days.

External review of response

If, after an internal review you are still not happy with our response, you may ask the Scottish Public Services Ombudsman (SPSO) to consider your complaint.

The SPSO will normally act once you have fully explored the procedures set out in this document. They cannot normally look at a complaint which is over 12 months old or has been the subject of legal proceedings.

Your complaint should be submitted to:

Scottish Public Services Ombudsman
4 Melville Street
Edinburgh
EH3 7NS

Telephone: 0800 377 7330
Textphone: 07900 494 372
Fax : 0800 377 7331
E-mail: ask@spsso.org.uk
Website: www.spsso.org.uk