



# Feedback Form

If you want to tell us something about the service we provide or a member of our staff you can do so by emailing, writing, telephoning or completing and submitting this form. Confidentiality will be respected.

## Your details:

Name	
Address (including postcode)	
Telephone number	
Date form completed	

## Case details:

PG reference number (if applicable or known)	PG/
Adult's name	
OPG contact: If you have already been dealing with a member of our staff, please enter their name if known.	

If you wish to make a comment or suggestion please use the box below to. If required, we will contact you for further information.

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We know that we might not always get it right. If there is something that you are unhappy about please tell us about it in the box below.

### What to expect if you make a complaint

- We will tell you who is looking into your complaint.
- If we can't sort your complaint right away, we will try to sort it within 5 working days, however we will let you know if this happens.
- If you are unhappy with our reply you can ask us to carry out an investigation.
- If your complaint is complicated or serious, then we might have to do an investigation.
- An investigation is when you look into something to find out all the facts.
- If we do an investigation this may take up to 20 working days. We will tell you this within 3 working days of you putting in your complaint.
- We might want to talk to you about your complaint to understand why you are unhappy and what you think we could do to fix the matter.
- We will send you a written reply to your complaint as soon as possible but this could take up to 20 working days.

Once you have completed this form, please keep a copy for your records and send it to us.



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For internal use only

Incoming category	
Outgoing category	