



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	