

## Guidance for completing the Handling Complaint form

### Section 1 - About you

This must be completed by the person making the handling complaint. You should give relevant contact details including contact telephone number(s) and your preferred method of contact, e.g. by post, email, fax or phone.

If you are complaining on behalf of someone else, you should tick the box in this section and also complete **Section 3**.

### Section 2 - About your complaint

#### Who are you complaining about?

In this section we are looking for details about the professional organisation you are making a handling complaint about. You should provide the professional organisation's reference number if you know it. We can then link your original complaint to this complaint.

It is important that we know whether the professional organisation has completed its investigation of your conduct complaint, or whether the investigation is still in progress (or has not yet started). You will know if the investigation has completed, because you will have received a final decision letter.

If the professional organisation has completed its investigation, so we can be satisfied that your handling complaint has been brought within the six month time limit, we ask you to provide the date of the final decision letter. We also ask for a copy of the decision letter. If you do not have the decision letter, do not worry. The SLCC can obtain a copy from the professional organisation.

If the investigation of the conduct complaint has not yet started or is still in progress, please provide copies of any correspondence you have had with the professional organisation about your concerns about the conduct investigation.

We also need details of the practitioner who you complained about originally, as details of your handling complaint will be sent to this practitioner and they will be involved in the handling investigation process.

#### What are you complaining about?

We are looking for details of where you think the professional organisation's investigation of the conduct complaint went wrong.

If there are several issues, try to summarise them as separate points. You may wish to send us copies of letters or documents you think will help us to understand your handling complaint properly. Remember, this is your complaint about **how** the professional organisation investigated your conduct complaint. You should not include details about your original conduct complaint, as the SLCC cannot investigate conduct complaints.

#### How has this affected you?

Please tell us about how you feel about what went wrong in the investigation and about any costs or losses you may have incurred. If you had to pay for things as a result of the professional organisation's actions, tell us how much you had to pay and where you have receipts, send us copies.

### **What would help to resolve the problem/s?**

Tell us how you would like your handling complaint to be resolved and in what way. This may include, for example, an apology, compensation, reinvestigation of the complaint by the professional organisation or reconsideration of a decision. The SLCC may not be able to direct a professional organisation to do all of things that you would like.

### **Section 3 - Complaining on behalf of someone else**

This section is **ONLY** to be completed if you are complaining on behalf of someone else. We may contact them to confirm their agreement to you pursuing the handling complaint on their behalf. If possible, they should sign the form, but this is not essential. If they cannot, we ask you to explain why.

### **Section 4 – Declaration**

#### **Signing the form**

We cannot investigate your handling complaint until we receive a signed and dated Handling Complaint form. If you are submitting the form electronically, you can either print, sign and send the form to us, or send us a scanned copy of the declaration page.

#### **Consent**

We also ask in this section whether you consent to the form being copied to the professional organisation and the practitioner originally complained about. This will give the professional organisation and the practitioner the opportunity to comment on your handling complaint. We usually send copies of the form and supporting documentation to them.

The SLCC may also need to make enquiries of other persons or bodies in order to investigate your handling complaint. We ask you to consent to the SLCC contacting such persons or bodies if we consider it necessary to do so to carry out our investigation.

The SLCC may also need to disclose information which we have received from you to other persons or bodies during the course of the investigation of your handling complaint.

**If you don't let us obtain or disclose information or documents, the extent of our actions will be limited and we may not be able to deal with your handling complaint. If we are unable to investigate for these or any other reasons, we will still notify the professional organisation and the practitioner that we have received a handling complaint from you and the subject of that complaint.**

**If we accept your handling complaint and agree not to disclose any information or documentation during the investigation, we will still notify the professional organisation and the practitioner that we have received a handling complaint from you, the subject of that complaint and the outcome of the investigation.**

#### **Equal Opportunities (detachable part of the form)**

The SLCC wish to ensure that we reach the widest possible audience and is keen to use the information in this part of the form, anonymously, to improve our service. We appreciate your assistance in completing this section.