



How to make a complaint to:

The Scottish Legal Aid Board (SLAB)



What is a complaint?

A complaint is where you let us know that you are unhappy about something like:

- the way we have treated you
- the way we 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.

How to complain?

- You can complain

OR someone can complain for you such as:



- a friend
- a relative
- an advocate

The Scottish Independent Advocacy Alliance (SIAA) can support you to make a complaint.





SIAA telephone - 0131 260
5380

Website - www.siaa.org.uk



Here are the contact details
for SLAB



Come to our office to
complain in person

Information on how to get
to our office and its
accessibility features:

http://www.slab.org.uk/accessibility/Office_accessibility.html



Or write to us:

[SLAB, Thistle House, 91
Haymarket Terrace,
Edinburgh, EH12 5HE](#)



Telephone SLAB on:

0131 226 7061



Or you can email us at:

general@slab.org.uk

Tell us



- Your name



- Your address



- How we can contact you



- Tell us why you are complaining. What has gone wrong? 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 respond to you 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.

www.spsso.org.uk/contact-us

If your complaint is about
your solicitor you may also
complain to the Scottish
Legal Complaints
Commission (SLCC)

enquiries@scottishlegalcomplaints.com

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