



CROWN OFFICE & PROCURATOR FISCAL SERVICE

SCOTLAND'S PROSECUTION SERVICE

How to complain - and how we manage your complaint

To help you structure your complaint please complete the [Comments & Complaints](#) form, this can also be found on our [website](#).

You can make your complaint:

- in person at a [Procurators Fiscal Office](#)
- by e-mail to: complaints@copfs.gov.uk
- in writing to:

**Response and Information Unit
Crown Office & Procurator Fiscal Service
25 Chambers Street
Edinburgh
EH1 1LA**

- or by phoning our National Enquiry Point : **0300 020 3000**
(Monday-Thursday: 8:30 to 17:15; Friday: 8:30 to 17:00)

More information about how to make a complaint is published on our [website](#).

We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage 1: Quick Resolution

We will always try to resolve your complaint quickly and within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint as a formal investigation.

Stage 2: Formal Investigation

In addition to unresolved Stage 1 complaints if it is clear from the outset that your complaint is complex or needs detailed investigation it will be managed as a formal investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be no more than 20 working days unless there is clearly a good reason for needing more time.

The Scottish Public Services Ombudsman (SPSO)

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it. We will tell you how to do this when we send you our final decision.