

Contact the Scottish Public
Services Ombudsman

Telephone

0800 377 7330 (freephone)

0131 225 5300

Fax

0800 377 7331

Online

www.spsso.org.uk/online-contact

In person

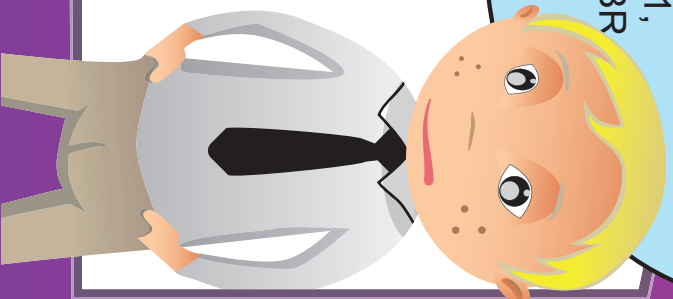
4 Melville Street, Edinburgh, EH3

7NS

Post

FREEPOST EH641,

Edinburgh, EH3 0BR



Contact the Moray Council
Complaints Officer

Telephone

01343 543451

Email

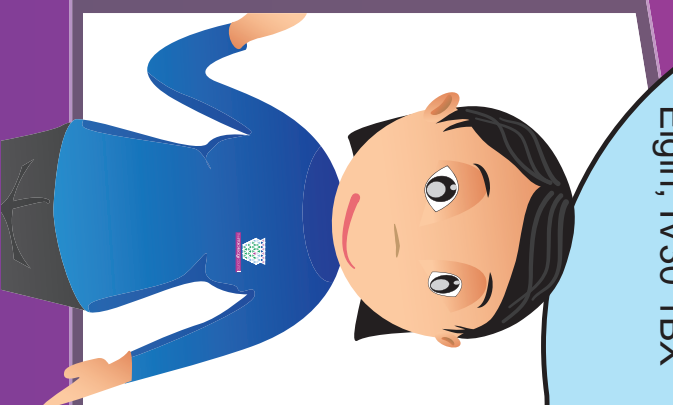
complaints@moray.gov.uk

Post

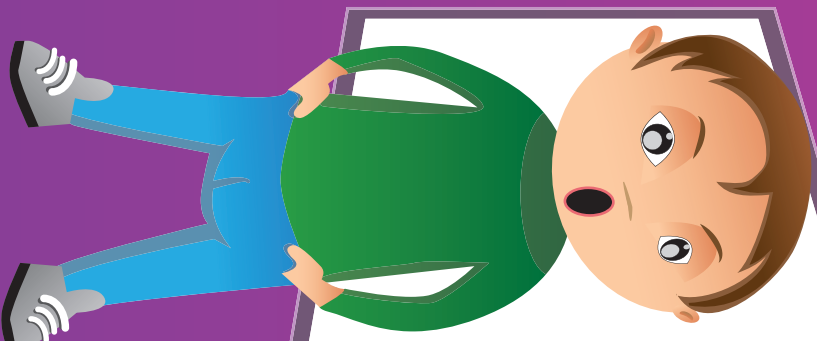
The Complaints Officer

The Moray Council, High Street,

Elgin, IV30 1BX



Complaints A Visual Guide



D-00573



unhappy with
the service you
received?

Complain
to the staff by



We will investigate
and respond within
5 working days

S S M T W T F



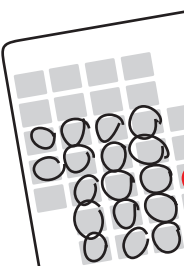
still unhappy?

Complain
to the respondent
or the Complaints
Officer by



We will acknowledge
within 3 working days,
then investigate and
respond within 20
working days

S S M T W T F

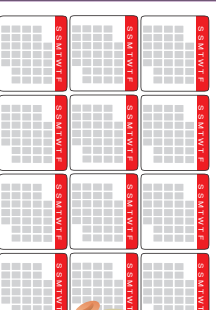


still not happy?

Complain
to the Scottish Public
Services Ombudsman
by



You must make this
complaint within 12
months of your initial
complaint. We will
then investigate



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