

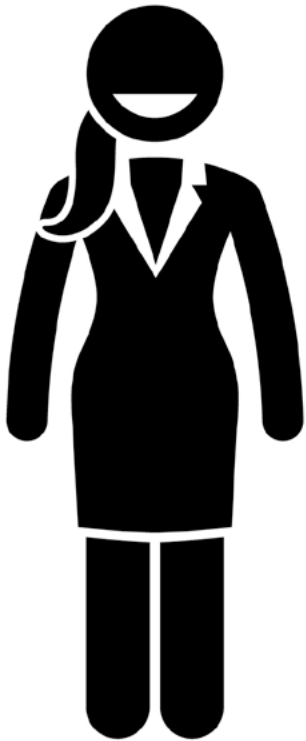
Our visual guide to complaints



Unhappy about a service you've received from us?

Complain to a member of staff by phone, letter or email



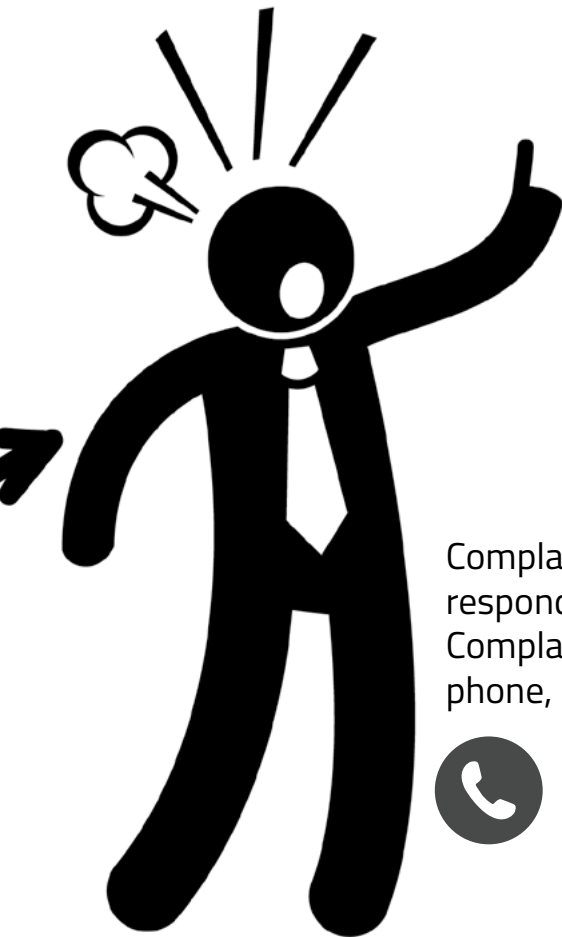


We will investigate
and respond within
5 working days



Still not happy?





Complain to the
respondent or the
Complaints Officer by
phone, letter or email



We will
acknowledge
within 3
working days,
then investigate
within a further
20 working days

Contact Scottish Public Services
Ombudsman

0800 377 7330 (freephone)

0131 225 5300

www.spsso.org.uk/online-contact

FREEPOST EH641, Edinburgh,
EH3 0BR

or in person

Bridgeside House, 99 McDonald Road,
Edinburgh EH7 4NS



Contact Moray Council
Complaints officer

01343 543451

complaints@moray.gov.uk

Complaints Officer
Moray Council, High
Street, Elgin, IV30
1BX

