



## Office of the Commissioner for Public Appointments in Scotland

### **COMPLAINTS HANDLING POLICY AND PROCEDURES**

Adoption date: 23/12/2005

Date of last review: 31/03/2010

Date policy must be reviewed by: 31/03/2011

#### **Policy**

OCPAS has two distinct complaint handling functions and therefore has different and appropriate procedures for handling each of these.

1. The Commissioner is required to investigate complaints made by any individual who believes that an appointment has not been conducted in accordance with the Code of Practice for Ministerial Appointments to Public Bodies in Scotland, and;
2. The Commissioner or the Office of the Commissioner will investigate all complaints about the services provided by OCPAS or its Assessors, or about the conduct or behaviour of its staff or its Assessors or about a Commissioner's decision.

Responding to complaints is one of the ways in which OCPAS can improve Scotland's public appointments process or the services that OCPAS provides to its stakeholders. Every complaint upheld will lead to a review of practice, policy or process, and to changes aimed at preventing a similar complaint arising in the future – be that in a public appointment process or in the services provided by OCPAS itself. OCPAS therefore welcomes complaints as a means to achieving continuous improvement in the services that it provides and in the domain of public appointments.

OCPAS's policy position is the same for all complaints received. On receipt of the complaint (which must be in writing), the complaint is acknowledged and advice, appropriate to that complaint, is offered within three working days. Complaints and enquiries will be handled confidentially, efficiently and with tact and understanding. Where an investigation must be instigated, and any legitimate complaint will warrant investigation, OCPAS will ensure that no conflict of interest arises with respect to the investigating party or parties. Thus, no individual Assessor or staff member will be involved in the investigation of a complaint about themselves.

Where OCPAS receives a complaint that lies outwith its remit, OCPAS will, wherever possible, refer the complainant to the appropriate agency.

OCPAS will signpost the existence of the Public Services Ombudsman, when it is appropriate to do so, to ensure that any complainant unhappy with the advice, services or decisions of OCPAS has recourse to take their concerns further.



## Office of the Commissioner for Public Appointments in Scotland

### **Procedures**

OCPAS's complaint handling procedures are set out as desk instructions for:

1. [complaints about a public appointment or public appointment process; and](#)
2. [complaints about OCPAS or its sub-contractors or a Commissioner's decision](#)

The hyperlinks will take you to the appropriate complaint handling procedure.