

#### Complaints Form

You may wish to use this form to make a formal complaint to the Crofting Commission

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Your Details** | | | | | | | | | | | | |
| **Surname:** |  | | | | | **Title:** | | |  | | | |
| **Forename(s):** |  | | | | | | | | | | | |
| **If you would like to remain anonymous, please tick here:** | | | | | |  | | | | | | |
| **If the box is checked, no record of your name will be attached to the complaint** | | | | | | | | | | | | |
| **Postal Address:** | | |  | | | | | | | | | |
|  | | | | | | | | | |
|  | | **Post Code:** | | | | |  | | |
| **Telephone:** | | |  | | | | | | | | | |
| **Alternative Telephone:** | | |  | | | | | | | | | |
| **E-mail Address:** | | |  | | | | | | | | | |
| **I agree to communication by e-mail** | | | | | | | **Yes  No** | | | | | |
| **Croft Details *(if applicable)*** | | | | | | | | | | | | |
| **Croft Name** | |  | | | | | | | | | | |
| **Croft Ref Number:** | |  | | **Main Location Code:** | | | |  | | | **/** |  |
| **Privacy Notice** | | | | | | | | | | | | |
| The Crofting Commission takes the protection of your privacy seriously. To safeguard your personal data and make sure that it is accurate, we only collect and/or store the data necessary to carry out our functions as a regulatory body. In this case, the processing is necessary to allow us to perform an official public authority function. You can find a copy of our Privacy Notice at [www.crofting.scotland.gov.uk/openness-and-customer-care](http://www.crofting.scotland.gov.uk/openness-and-customer-care). | | | | | | | | | | | | |

**My complaint concerns (please tick all that apply):**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Policy & Procedure** |  | **Service Delivery** |
|  | **Personnel** |  | **Commissioners** |

**Nature of your Complaint (please tick all that apply):**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Service not delivered on time** |  | **Wrong or misleading information** |
|  | **Received poor quality service** |  | **Complaint about staff member** |
|  | **Other (please specify on next page)** | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Please set out facts in a chronological order and remember to include important details and dates, where possible *(continue on a separate sheet if necessary)*.** | | | |
|  | | | |
|  | | | |
| **Signature:** |  | **Date:** |  |
|  |  |  |  |

**Please return your form to:**

‘Complaints’, Crofting Commission, Great Glen House, Leachkin Road, Inverness IV3 8NW or save this document to your computer and e-mail as an attachment to [**complaints@crofting.gov.scot**](mailto:complaints@crofting.gov.scot) with ‘Complaint’ in the subject heading.