Complaint made about staff behaviour

OSCCA Case Handler will contact you within 5 working days to outline the next steps

If the complaint is investigated, the Investigator will gather evidence about the complaint and will meet with you, the subject of the complaint, and any relevant witnesses. The Investigator will write a report to outline the findings of the investigation

A trained decision-maker, Complaint Officer, will consider the report and evidence gathered and make a decision on whether the complaint is upheld or dismissed in whole or in part

You will be informed of the outcome and any actions that have a direct impact on you

If you are dissatisfied with the outcome of the complaint, you can request a Review which will involve a different decision-maker, a Reviewer, reviewing all the case materials considered by the Complaint Officer

If you are dissatisfied with the Review outcome, you can raise a complaint with the OIA (Office of the Independent Adjudicator)