

# FACTSHEET 3

## Complaints



If you use the services of the OPG, we want to hear if you are unhappy with the service provided by the Public Guardian or his staff in order that we try and put things right. A complaint leaflet and form can be obtained from the OPG, or can be downloaded from our website at: [www.publicguardian-scotland.gov.uk](http://www.publicguardian-scotland.gov.uk).

The Public Guardian will investigate your complaint and advise you of the outcome of the investigation. The letter sent detailing our findings will provide you with details of how you can take your complaint further in the event that you remain unhappy.

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