

Complaints Procedure – Scottish Government £500 social care worker bonus payment

The £500 thank you bonus payment is being paid by your employer on behalf of the Scottish Government. The payments are made in accordance with the eligibility criteria set by the Scottish Government. If you are unhappy with the initial determination on the payment your employer will be able to explain this to you.

How to complain: frontline resolution

If you are still dissatisfied with the initial explanation on the £500 thank you payment, please contact the Scottish Government. They will work with you to resolve it.

Any issues that arise should be reported to socialcare500@gov.scot for resolution.

The Scottish Government aim to resolve your complaint informally within five working days. If they can't resolve the issue, you can take your complaint to stage two of the complaints procedure.

If you are not satisfied: investigation

- email sqcomplaints@gov.scot
- write to Scottish Government, Complaints, 1E.10, St Andrew's House, Edinburgh, EH1 3DG

An Investigating Officer will be appointed to prepare a comprehensive report and, if we have got things wrong, will recommend improvements.

We will:

- acknowledge receipt of your complaint within three working days
- where appropriate, discuss the complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response as soon as possible and within 20 working days.

We will tell you if our investigation will take longer and will agree revised time limits with you. After we have fully investigated and you remain dissatisfied, you then have the option of asking the Scottish Public Service Ombudsman (SPSO) to investigate your complaint.

Independent investigation of your complaint: ombudsman

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about public services in Scotland and may be able to independently take up a complaint on your behalf. The Ombudsman will normally only be able to act if you have followed the steps above.

To find out about the Ombudsman's work, visit the [Scottish Public Services Ombudsman](#) website, or write to the office at: Freepost SPSO (this is all you need write on the envelope, and you do not need to use a stamp).