



How can I make a formal complaint?

Contact the Independent Support Service for advice

Submit your complaint to the Independent Support Service by completing the on-line form.

What happens if the complaint is about an MSP?

It will be investigated by the **Ethical Standards Commissioner** in accordance with the Code of Conduct for MSP's

What happens if the complaint is about someone other than an MSP?

An investigation will be carried out and a report sent to the relevant employer

What is the employers decision?

The complaint is **upheld**.

The employer may start disciplinary proceedings or take action short of

The complaint is **not upheld**.

You can write to the employer to appeal their decision.

Note:

You do not have to raise your concern informally prior to making a formal complaint