**How can I make a formal complaint?**

1. **Contact the Independent Support Service for advice**
   - Submit your complaint to the Independent Support Service by completing the on-line form.

2. **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.

3. **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.