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.