



GRANTON INFORMATION CENTRE

Complaints Form

Use this form if you wish to make a formal complaint about GIC’s advice, information, representation, customer care or another aspect of our service.

You do not have to use this form. A complaint can also be made verbally, by email, by telephone, in person or by letter. GIC can help you record your complaint and can make reasonable adjustments where required.

1. Your details

Full name	
Address	
Postcode	
Telephone number	
Email address	
Preferred method of contact	☐ Email ☐ Telephone ☐ Letter ☐ Other: _____

2. Accessibility and communication

Do you need any help or reasonable adjustments to make or progress this complaint?

For example: an interpreter, information in another format, communication support or help from a representative.

3. If you are complaining on behalf of someone else

Complete this section only if you are acting as a representative. GIC may ask for the client's consent or other evidence that you are authorised to act before discussing confidential information.

Representative's name	
Organisation (if applicable)	
Relationship to the client	
Telephone number	
Email address	
Client's full name	
Client consent attached	☐ Yes ☐ No ☐ Not applicable

4. Your complaint

What happened?

Please include relevant dates, locations and the names or roles of anyone involved, if known.

Why are you dissatisfied?

Have you already raised this with anyone at GIC?

If yes, tell us who you spoke to, when, and what happened.

5. What would you like GIC to do?

Tell us what outcome or action you are seeking.

GIC will consider the outcome requested, although it may not always be possible to provide it.

6. Supporting information

Please list any documents or other information you are providing with this form. Do not send original documents unless GIC asks you to do so.

Documents or information attached

7. Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge. I understand that GIC will use the information to consider and respond to my complaint and will share it only with those who need it for that purpose.

Signature	
Date	

8. How to submit this form

Email: info@gic.org.uk (please put “Complaint” in the subject line)

Post or hand delivery: Granton Information Centre, 134–138 West Granton Road, Edinburgh, EH5 1PE

GIC will acknowledge a formal complaint within five working days and aims to issue a full written response within 30 calendar days. Full details are available in GIC’s Complaints Procedure.

For GIC use only

Complaint reference	
Date received	
Date acknowledged	
Allocated to	
Target response date	
Outcome	☐ Upheld ☐ Partially upheld ☐ Not upheld ☐ Other
Response issued	
Review requested	☐ No ☐ Yes — date: _____
Register updated by / date	

Conflict-of-interest check and allocation rationale

Confirm that the person handling the complaint has had no direct involvement. Record any alternative allocation or referral to the Chair.

Summary of investigation and findings

Note records reviewed, people consulted and the basis for the decision.

Remedy, corrective action or service improvement

Record the responsible person and completion or review date for each agreed action.