# **I would like to make a complaint**

If you are unhappy with a decision regarding the payment of the thank you payment, please complete the form below, returning by email to socialcare500@gov.scot 1 October 2021.

We aim to respond to all queries within five working days, however where we require more evidence to support your query this may take longer.

|  |  |
| --- | --- |
| First Name |  |
| Last Name |  |
| Payroll Reference Number |  |
| Employer | * Aberdeen City Council
* Aberdeenshire Council
* Angus Council
* Argyll and Bute Council
* City of Edinburgh Council
* Clackmannanshire Council
* Comhairle nan Eilean Siar
* Dumfries and Galloway Council
* Dundee City Council
* East Ayrshire Council
* East Dunbartonshire Council
* East Lothian Council
* East Renfrewshire Council
* Falkirk Council
* Fife Council
* Glasgow City Council
 | * Inverclyde Council
* Midlothian Council
* North Ayrshire Council
* North Lanarkshire Council
* Orkney Islands Council
* Perth and Kinross Council
* Renfrewshire Council
* Scottish Borders Council
* Shetland Islands Council
* South Ayrshire Council
* South Lanarkshire Council
* Stirling Council
* The Highland Council
* The Moray Council
* West Dunbartonshire Council
* West Lothian Council
 |
| Job Title |  |
| EligibilityWhich of the groups of workers who are eligible for the payment do you belong to?(tick one) | by a Local Authority in an **adult care home** registered with the Care Inspectorate (including ancillary, catering, office, cleaning and transportation staff).by a Local Authority in a housing support service registered with the Care Inspectorate (including ancillary, catering, office, cleaning and transportation staff).by a Local Authority in a **care at home for adults** or **adult day care service** registered with the Care Inspectorate (including ancillary, catering, office, cleaning and transportation staff).by a Local Authority in a registered **residential child care setting** registered with the Care Inspectorate (including ancillary, catering, office, cleaning and transportation staff).by a Local Authority as an Allied Health Professional supporting the delivery of frontline social care supportby a local authority within a Health and Social Care Partnership structure providing or supporting the delivery of frontline social work or social care *For example, those working in health and safety, finance, HR, supervisory, managerial, or other administration roles*by a local authority and were redeployed in to any of the eligible roles as set out in the guidance during the qualifying period.as a registered social worker, social work assistant or social work paraprofessional, including children and family social workers and criminal justice social workers.Supporting the delivery of frontline social care as defined above, where these support functions are not delegated to the Integration Authority. For example, those working in health and safety, finance, HR, supervisory, managerial, or other administration roles where the majority of their work is in support of social care. Where a centralised team supports the frontline delivery of social work or social care along with support to the rest of the council its members will be eligible where they are part of an organised grouping of employees which has as its principal purpose the carrying out of activities in support of social care. |
| Contracted Hours/FTE |  |
| Please explain why you are raising this query |  |
| Declaration | I confirm that all information included in the above form is true and up-to-date to the best of my knowledge. |
| Signed |  |
| Print Name |  |