

# **SCOTTISH POLICE SERVICES AUTHORITY**

## **POLICY STATEMENT**

The Scottish Police Services Authority (SPSA) is committed to achieving the highest standards of service delivery to its customers, stakeholders and partners. Our response to service delivery concerns is a vital part of this commitment.

Any matter raised is seen as providing the opportunity to identify areas needing improvement, to continuously improve the quality of services that we provide and to learn lessons from mistakes that have occurred.

Concerns, criticism or suggestions are taken seriously and the procedure aims to reach a resolution as quickly as possible. The process followed is fair, open and transparent and supports our organisation's values of accessibility and accountability.