

Scottish Parliamentary Corporate Body

Complaints Handling 2020-21, Quarter 4 (January-March 2021)

Status definitions

RED – One or more issues outside agreed parameters which cannot be resolved at operational level and require Leadership Group input

AMBER – One or more issues outside agreed parameters which can be resolved at operational level

GREEN – Operating within agreed parameters

Complaints received

Total number of complaints received: **5**

Stage 1: **2**

Stage 2: **3**

1 complaint was not responded to on time.

The timescale for responding to complaints is 5 working days at stage 1 and 20 working days at stage 2.

(A 'working day' is any day that is not a weekend or a public holiday.)

The average time taken to reply to complaints:

Stage 1 **5** working days

Stage 2 **15** working days

Outcomes

Resolved **1** (1 at stage 1; 0 at stage 2)

Fully upheld: **1** (1 at stage 1; 0 at stage 2)

Partially upheld: **0** (0 at stage 1; 0 at stage 2)

Not upheld: **2** (0 at stage 1; 2 at stage 2)

Not pursued: **0** (0 at stage 1; 0 at stage 2)

No recorded outcome **1** (0 at stage 1; 1 at stage 2)

Pending: **1** (1 at stage 1; 0 at stage 2)

Overall status: Amber

Summary / Commentary / Actions taken

- 5 complaints were received in Quarter 4. Total complaints in 2020-21: 10
- One stage 1 complaint (upheld) related to the inaccessibility of the online complaints procedure and of a cross-party group (CPG) report for people with autism. The new website and the publication of information on the complaints process in easy read will make it easier to find out how to make a complaint. The issue with the report was raised separately with the CPG conveners.

- One stage 2 complaint concerned the inaccessibility of a third-party document received as evidence and published by a committee. While the complaint was not upheld as it related to a document that we did not create and could not make accessible, we are reviewing how we can improve public understanding about the accessibility of documents submitted to committees.
- One complaint related to the experience of a visitor to the building in 2019, although details were received by Parliament staff only in February 2021. Given the length of time that had elapsed, a full investigation of the matter was not possible but reassurance was given concerning developments in staff training on equalities that are being put in place. As this complaint was responded to outwith the Complaints Handling Procedure (CHP) and no decision could be made on the incident cited, there was no recorded outcome. Staff training has also been given to ensure that the CHP is applied appropriately in future.
- The outcome for a complaint from Quarter 3 in 2019-20 (on lighting around the ponds) is still pending as the planned review of the landscaped area has not yet been completed.