

## Scottish Parliamentary Corporate Body

### Complaints Handling 2021-22, Quarter 2 (July – September 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: **4**

Stage 1: **3**

Stage 2: **1**

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 (based on complaints that were closed)

Stage 2                   **20** working days

#### Outcomes

Resolved                   **0**

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

Partially upheld:       **0**

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

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

#### Overall status: Amber

#### Summary / Commentary / Actions taken

- 4 complaints were received in Quarter 2. This is consistent with the low number of complaints received since the building closed to most members of the public in March 2020.

Fully upheld, stage 1 (1 complaint):

- While confirming that responses to a complainant's enquiries had sought to be helpful, an apology was issued and procedures for handling email were reviewed

by the relevant office in response to a complaint about the handling of correspondence.

Not upheld, stage 1 (1 complaint):

- A complaint relating to the handling of a complaint made under the MSP Code of Conduct

Not upheld, stage 2 (1 complaint):

- A complaint about alleged institutional racism in the Scottish Parliament concluded that the complainant's accusations were unsubstantiated. The unacceptable actions policy was applied for an initial period of 6 months because of the complainant's unreasonable persistence and their offensive and potentially defamatory statements about staff.

Pending, 2 complaints:

- There is ongoing dialogue between Parliament staff and a complainant concerning a stage 1 complaint about the absence of certain content on the new website. Our contact with the complainant was prompt and constructive. (The Scottish Public Services Ombudsman's key performance indicators include a 5-day timeframe for closing stage 1 complaints, including through full resolution, hence the amber status.)
- For a complaint from Quarter 3 in 2019-20, the outcome is still pending the conclusion of discussion on lighting in the area with Historic Environment Scotland and City of Edinburgh Council.