

## Scottish Parliamentary Corporate Body

### Complaints Handling 2021-22, Quarter 3 (October – December 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: **6**

Stage 1: **2**

Stage 2: **4** (2 direct plus 2 escalated)

2 complaints were 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                    **2** working days

Stage 2                    **26.3** working days (32.5 working days for complaints received direct at stage 2; 20 working days for escalated complaints)

#### Outcomes

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

Fully upheld:              **0**

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

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

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

**Overall status: Amber**

#### Summary / Commentary / Actions taken

- 6 complaints were received in Quarter 3, of which 2 were escalated from stage 1: one because the customer was unhappy with the stage 1 response and one because resolution could not be achieved.
- The increased time taken to close stage 2 complaints is due to 2 complaints exceeding the deadline of 20 working days:
  - in one case, the group head approved a 10-day extension because of the limited availability of staff during recess

- in the other, a response seeking resolution was provided on day 19 but it was closed only after further attempts at resolution had failed.

Partially upheld, stage 2 (2 complaints):

- A complaint about the responses to enquiries concerning a complaint against an MSP, and a complaint about the treatment of submissions relating to a petition and perceived inaccuracies in a petition briefing: Learning for the organisation focussed on placing the customer experience at its heart, including improving the clarity of our responses and how to keep people up to date when a response is still outstanding.

Not upheld, stage 2 (2 complaints):

- An escalated complaint (pending from Quarter 2), about the absence of certain content on the new website, and a complaint that a response given to an MSP was 'potentially defamatory' in relation to a third party: In both cases, we provided clarification. In relation to the website complaint, the complainant was also offered alternative means of support and invited to continue feeding into the website's development.

Resolved, stage 1 (2 complaints):

- A complaint about the cleanliness of a holder for a visitor pass: As well as providing immediate resolution, we have improved our procedures, removing the need for plastic holders and enhancing cleaning.
- A complaint about the display of written answers on the new website: We explained the rationale for the current approach and are researching the feasibility of improvements to the search functionality.

Pending, 1 complaint:

- 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.