

Scottish Parliamentary Corporate Body

Complaints Handling Annual Report, 1 April 2020 – 31 March 2021

Complaints received

Total number of complaints: 10

Stage 1: 3

Stage 2: 7 (7 direct + 0 escalated)

Complaints closed within deadlines

Stage 1: 3 complaints (100%)

Stage 2: 6 complaints (86%)

The deadline 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.)

Time taken

The average time taken to deal with complaints at stage 1 was 2.3 working days.

The average time taken to deal with complaints at stage 2 was 11.3 working days.

Outcomes

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

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

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

Not upheld: **6** (1 at stage 1; 5 at stage 2)

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

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

For a complaint from Quarter 3 in 2019-20, the outcome is still pending the conclusion of discussions on lighting in the area with Historic Environment Scotland and City of Edinburgh Council.

Trends

The low level of complaints – particularly stage 1 complaints – in 2020-21 reflects the closure of the building to the general public throughout the period. The number of complaints is down significantly compared to previous years: 65 (of which 55 were stage 1 complaints) in 2019-20 and 57 (of which 37 were stage 1 complaints) in 2018-19.

Actions taken

As a result of complaints, we have made or are making the following changes to our services and procedures:

- One stage 1 complaint related to the inaccessibility of the online complaints procedure and of a cross-party group (CPG) report for people with autism. The development of our new website makes it easier now to find out how to make a complaint as 'Complaints' is included as a listing in the footer that appears on all pages. Information on the complaints process has also been published in easy read. Reports published by CPGs do not fall within the scope of the complaints handling procedure (CHP), but 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. This includes reviewing how we can communicate more clearly through our website where we know there are accessibility issues with a third-party's document.
- 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 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.