

Scottish Parliamentary Corporate Body

Complaints Handling Report 1 April 2021 – 31 March 2022

Complaints received

Total number of complaints: 17

Stage 1: 10

Stage 2: 7 (5 direct + 2 escalated)

Complaints closed within deadlines

Stage 1: 8 complaints (80% of stage 1 complaints)

Stage 2: 2 complaints direct + 2 escalated (40% of stage 2 complaints received direct + 100% of escalated complaints)

The timescale for responding to complaints is 5 working days at stage 1 and for 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 6.2 working days.

The average time taken to deal with complaints at stage 2 was 27 working days for complaints that were received direct and 20 working days for complaints that were escalated from stage 1.

The main reason for delays was the availability of staff whose input was required to take forward investigations.

Outcomes

Resolved **6** (6 at stage 1; 0 at stage 2)

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

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

Not upheld: **7** (2 at stage 1; 5 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 discussion on lighting in the area with Historic Environment Scotland and City of Edinburgh Council.

Trends

- With the exception of 2018-2019 (when 20 stage 2 complaints were received), the number of stage 2 complaints (7) received in 2021-22 is consistent with the average yearly number of such complaints from 2014-15 onwards. The number

of stage 1 complaints recorded is at its second lowest level since 2014-15, and the number of escalated complaints (2) remains low.

- The low overall number of complaints received reflects the continued closure of the Parliament building to walk-in visitors throughout this period. This is also reflected in the topics of complaints, with the main recurrent topic being the functionality of the new website (4 complaints, including 1 that was escalated to stage 2).
- Shifting focus from reaching a decision to seeking resolution of complaints as an outcome in its own right represents a new approach introduced in 2021. 6 of the 10 stage 1 complaints (including 3 of the website complaints) were successfully 'resolved', with complainants being content with the explanation or action taken and no formal decision being required. We will continue to seek resolution wherever possible and monitor how this is achieved and recorded.

Actions taken

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

- In response to a complaint about the cleanliness of a holder for a visitor pass, we improved our procedures, removing the need for plastic holders and enhancing cleaning, as well as providing immediate resolution to the issue.
- During lift modernisation works, we took into account issues raised in a complaint in November 2018 about signage inside and outside lift 13 (the main lift used by the public) and the clarity of the voice notice in the lift. Following delays due to Covid-19, modernisation work took place during the summer recess in 2021. Lift 13 has been upgraded and modernised and meets current standards for accessibility. A new control panel was fitted in the lift car, new call buttons and new external displays on each floor.
- We have taken into account the feedback from complaints in considering developments to our website. Potential improvements to the functionality of the written answers section of the website are being taken forward.