

Scottish Parliamentary Corporate Body (SPCB) Complaints Handling 2025-26, Quarter 2 (1 July to 30 September 2025)

Complaints received

Total number of complaints received: 12

Stage 1: 8

Stage 2: 4 (3 received direct and 1 escalated)

Outcomes

Resolved **4*** (4 at stage 1; 0 at stage 2)

Fully upheld: **4** (2 at stage 1; 2 at stage 2)

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

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

Not pursued: **0**

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

* Resolution was attempted for 1 stage 1 complaint but escalation was requested. In addition, 1 complaint from Quarter 1 of 2025-26 was resolved this quarter.

Actions taken

Resolved, 5 complaints at stage 1 about:

- subtitles when Gaelic and Scots were spoken in parliamentary business on 17 June 2025 (from Quarter 1 of 2025-26): We apologised and explained there had been a technical fault and English interpretation from the Official Report was added as subtitles to the video. The response was provided in both English and Gaelic.
- a tour guide and the failure of assistive headsets: We explained the training and assessment process for guides and confirmed that we were looking to procure new headsets compatible with Bluetooth-enabled hearing aids.
- a member of staff putting the phone down on an enquirer: We explained that this resulted from a technical issue.
- a committee clerking team not arranging a meeting to discuss a petition: We explained leave arrangements and advised when a clerk would contact the complainant to arrange a suitable meeting.
- the treatment of a visitor during a search at the entrance to the Parliament building: We undertook to ensure that staff training includes considering the impact of the search on the person being searched. We apologised for their experience.

Fully upheld, 4 complaints: 2 stage 1 complaints and 2 stage 2 complaints

- 1 stage 1 complaint about the conduct of a Security Officer in the vicinity of a group of children: We explained the reason for the conduct (safety concerns near machinery), and apologised that the officer raised their voice.

- 1 stage 1 complaint about the handling of preparation for an event: We apologised and explained the actions being taken moving forward to ensure successful delivery of the event.
- 1 stage 2 complaint about unsubstantiated allegations made against a member of the public: Given the incomplete information available, we apologised and explained that policies and procedures would be reviewed.
- 1 escalated stage 2 complaint about some tour content being inappropriate and stigmatising. We confirmed that the content in question was not part of the standard tour script and committed to retraining staff on inclusive language.

Partially upheld, 1 stage 2 complaint about:

- repeated security clearance delays which prevented the complainant from taking up a post at the Parliament: We explained that the delays were caused solely by third-party checks beyond our control, and apologised for not setting clearer expectations of likely timescales and the risks involved.

Not upheld, 1 stage 1 complaint about:

- a flag on clothing: We explained that staff followed the visitor behaviour policy in asking the visitor to cover up the flag on their T-shirt while in the Parliament, and that policies are applied consistently across all visitors.

Pending, 1 stage 2 complaint about:

- access procedures and staff attitude.