

Compliance Reporting Complaints Handling April 2019-March 2020

Complaints received

Total number of complaints: **65**

Stage 1: **55**

Stage 2: **10** (8 direct + 2 escalated)

2 complaints were not responded to on time.

Quarter 1 total: 17

Stage 1: 13

Stage 2: 4 (3 direct + 1 escalated)

Quarter 2 total: 19

Stage 1: 18

Stage 2: 1 (direct)

Quarter 3 total: 18

Stage 1: 17

Stage 2: 1 (direct)

Quarter 4 total: 11

Stage 1: 7

Stage 2: 4 (3 direct + 1 escalated)

Outcomes

Fully upheld: **23** (20 at stage 1; 3 at stage 2)

Partially upheld: **11** (8 at stage 1; 3 at stage 2)

Not upheld: **24** (21 at stage 1; 3 at stage 2)

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

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

- The outcome for 1 complaint from Quarter 3 (on lighting around the ponds) is still pending as the planned review of the landscaped area has not yet been completed.

Trends 2019-20

- The total number of complaints (65) is up slightly on the previous year (57). The number of investigation complaints (10) is down significantly on last year (20 in 2018-19) but up slightly compared to an average of 7 per year from 2014-15 to 2017-18 inclusive. A key reason for the overall increase was the number of

frontline complaints (13) about delays and procedures put in place during periods of heightened security, especially in September 2019. The number of escalated complaints remains low.

- The proportion of complaints fully or partially upheld (52%) was up slightly on 2018-2019 (46%). A higher proportion of complaints were fully upheld in 2019-20 (35% of all complaints) than in 2018-19 (26% of all complaints).
- Recurrent topics included equalities and (again) staff conduct/attitude. There were also 2 further complaints this year about lighting around the ponds. This issue has been raised several times since 2014 and it will be considered as part of a planned review of the landscaped area.

Key milestones and challenges 2020-21

- Updated Model Complaint Handling Procedures were published under section 16B(5) of the Scottish Public Services Ombudsman Act 2002 on 31 January 2020. In accordance with the statutory requirements, the Scottish Parliament will have to implement the changes to its existing complaints handling procedure by April 2021.
- The changes to procedures will need to be accompanied by revised guidance materials and training, in particular for public-facing staff and those dealing with investigation complaints.