

## **Compliance Reporting**

### **Complaints Handling 2019-20, Quarter 2 (July-September 2019)**

#### **RAG 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: **19**

Stage 1: **18**

Stage 2: **1**

1 complaint was not responded to on time.

#### **Outcomes**

Fully upheld: **5** (5 at stage 1; 0 at stage 2)

Partially upheld: **4** (3 at stage 1; 1 at stage 2)

Not upheld: **9** (9 at stage 1; 0 at stage 2)

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

**Overall RAG status: Amber**

#### **Summary / Commentary / Actions taken**

- 19 complaints received in Quarter 2. Total complaints in 2019-20: 36
- 1 frontline complaint was responded to after 6 working days due to the relevant member of staff being on leave.
- 1 complaint about the quality of shop products was not pursued. Details to allow an assessment were requested but not received.
- 7 frontline complaints related to delays in entering the building during the period of heightened security in September. Of these, 3 were from Scottish Government staff who felt that Scottish Government passholders should be exempt from some of the additional security measures (eg depositing bags). In response, steps to raise awareness of the application process to become a Parliament passholder among regular building users from the Scottish Government and to improve communication with Scottish Government staff about changes to security levels are being investigated.
- 1 complaint related to the limited visibility of the accessible door at the public entrance, which delayed entry to the building for a visitor with a mobility scooter. Installation of an additional CCTV camera to improve visibility of the accessible door is being considered.