

PE2161/B: Extend the time period for complaints through the Scottish Public Services Ombudsman for neurodivergent people to two years

Edward Mountain MSP written submission, 2 September 2025

My view on the petition is that there should absolutely be a category for people with cognitive disabilities which allows for complaints to be considered out with the current 12-month period. Moreover, this should be a separate category to the current 'special circumstances' category to the 12-month rule, in relation to the SPSO.

Whilst I have made every effort to assist constituents who have neurodivergent issues, it appears that in this case that the SPSO are not prepared to extend the timeframe from 12 months. My constituent understandably feels discriminated against and I think we need to be more caring to those who are struggling to get their valid complaints heard.

I have learnt a huge amount through the amount of time I have spent with Ivor during the process of assisting him and would ask the Committee to seriously consider how it can influence the increase in time which would make an enormous difference to the lives of people with cognitive disabilities throughout Scotland.