



## Local Government, Housing and Planning Committee

Andrew Crawford  
Acting Scottish Public Services Ombudsman (SPSO)

**October 2025**

Dear Andrew

### Scottish Housing Regulator (SHR)

The Committee is responsible for scrutinising the performance of the SHR, and a question has arisen about the role of the SPSO.

It is our understanding that in the event a complaint is made to the SHR about its conduct and the complainant is dissatisfied with how the SHR deals with that complaint, they then have recourse to escalating it to the SPSO.

For the sake of accuracy I have copied below the information provided on the SHR's own website:

“After we have given you our final decision, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO are an independent organisation that investigates complaints. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support).

You can ask the SPSO to look at your complaint if:

- you have gone all the way through the *SHR*'s complaints handling procedure

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Contact: Local Government, Housing and Planning Committee, The Scottish Parliament, Edinburgh, EH99 1SP. Email: [localgov.committee@parliament.scot](mailto:localgov.committee@parliament.scot). We welcome calls through Relay UK and in BSL through Contact Scotland BSL.

- it is less than 12 months after you became aware of the matter you want to complain about; and
- the matter has not been (and is not being) considered in court.”

For the sake of clarity, I would be grateful if you could confirm the position.

**I would be grateful for a response by Wednesday 22nd October.**

Yours sincerely,

Ariane Burgess  
Convener, Local Government, Housing and Planning Committee