

Scottish Parliamentary Corporate Body

Complaints Handling 2021-22, Quarter 1 (April – June 2021)

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: **4**

Stage 1: **3**

Stage 2: **1** (direct to stage 2)

All complaints were responded to on time.

The timescale for responding to complaints is 5 working days at stage 1 and 20 working days at stage 2.

(A 'working day' is any day that is not a weekend or a public holiday.)

The average time taken to reply to complaints:

Stage 1 **4** working days

Stage 2 **20** working days

Outcomes

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

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

Partially upheld: **0**

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

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

Overall status: Green

Summary / Commentary / Actions taken

- 4 complaints were received in Quarter 1. This is consistent with the low number of complaints received since the building closed to most members of the public in March 2020.
- The SPCB implemented the revised Model Complaints Handling Procedure required by the Scottish Public Services Ombudsman (SPSO) in April 2021. A complaint outcome can now be logged as 'resolved' without the need to determine whether it is upheld or not upheld. To date, this outcome has been applied to 2 complaints, both about the Parliament website.

Resolved, stage 1 (2 complaints):

- One complaint was resolved after directing the complainant towards the new website, where the relevant new pages (including on petitions) had just gone or were shortly to go live.
- One complaint related to issues accessing and collating written answers on the new website. This complaint was resolved through meeting with the complainant to discuss their concerns and agree a course of action. Potential improvements to the functionality of the written answers section of the website will be investigated during recess, with the complainant taking part in system testing of any developments.

Fully upheld, stage 1 (1 complaint):

- In response to the accidental truncation of the archived videos of First Minister's Questions for 3 June, revised versions were published promptly and an apology issued.

Not upheld, stage 2 (1 complaint):

- A complaint raised concerns about a perceived conflict of interest between the Data Protection Officer (DPO) role for the Scottish Parliament and the DPO role for the SPSO. While the complaint was not upheld on the grounds that it is legally acceptable for several organisations to share DPO resource and that mechanisms are in place to ensure that any potential conflicts of interest are appropriately managed, it was agreed that the Scottish Parliament would look into making information about the respective DPO roles and contact details clearer for the public. This work will be taken forward during the summer recess.

Pending (1 complaint):

- The outcome for a complaint from Quarter 3 in 2019-20 (on lighting around the ponds) is still pending as the planned review of the landscaped area has not yet been completed.