

Scottish Parliamentary Corporate Body

Complaints Handling 2021-22, Quarter 4 (January – April 2022)

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: **3**

Stage 1: **2**

Stage 2: **1** (1 direct; 0 escalated)

1 complaint was not responded to on time. This was because additional time was required to clarify the specific elements of the complaint with the complainant.

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 **5** working days

Stage 2 **30** working days

Outcomes

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

Fully upheld: **0**

Partially upheld: **0**

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

Not pursued: **0**

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

For a complaint from Q3 in 2019-20, the outcome is still pending the conclusion of discussion on lighting in the area with Historic Environment Scotland and City of Edinburgh Council.

Overall status: Amber

Summary / Commentary / Actions taken

- 3 complaints were received in Quarter 4. Total complaints in 2021-22: 17

- The low level of complaints continues to reflect the closure of the building to the general public.

Not upheld, stage 2 (1 complaint):

- One complaint raised concerns about clerking procedures and responses given relating to the consideration of a petition and the records of parliamentary decisions. Clarification was given on the role of clerks and on the rules for reporting parliamentary proceedings.

Resolved, stage 1 (2 complaints):

- One complaint was resolved by clarifying the admissibility criteria for petitions.
- One complaint (received in January 2022) about the continued closure of the building to visitors was resolved by explaining the reason for our phased approach to the return of services and aim to restore general public access from spring 2022.