

# Scottish Parliamentary Corporate Body Complaints Handling 2023-24, Quarter 3 (1 October-31 December 2023)

## Complaints received

Total number of complaints received: 14

Stage 1: 12

Stage 2: 2

## Outcomes

Resolved 11 (11 at stage 1; 0 at stage 2)

Fully upheld: 0

Partially upheld: 1 (0 at stage 1; 1 at stage 2)

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

Not pursued: 0

Pending: 0

## Actions taken

### Partially upheld, 1 complaint at stage 2:

- 1 complaint related to the handling of emails sent concerning a complaint against an MSP. While 2 elements of the complaint were not upheld, the part relating to the stated non-receipt of emails could not be definitively settled as it is likely the emails had been quarantined but confirmation was no longer possible because of the time that had elapsed. Suggestions were offered to avoid a recurrence of the quarantining issue.

### Not upheld, 1 complaints at stage 1 and 1 complaint at stage 2

- A stage 1 complaint about staff attitude during the handling of a telephone call
- In response to a stage 2 complaint about the Parliament's failure to have due regard to the public sector equality duty when approving what was believed to be a protest and to apply appropriate procedures when the nature of the event became apparent, we clarified why the event was permitted and that no enforcement action was required as the SPCB protest policy had not been breached.

### Resolved, 11 complaints at stage 1:

- 7 complaints about the Scottish Parliament's failure to fly the Israeli flag following the attack by Hamas were resolved by providing an explanation of the SPCB's flag flying policy and, where applicable, the Code of Conduct for MSPs.

- 1 complaint about staff conduct was resolved by an apology and refresher training, with the staff member being reminded of expected values and behaviours.
- 1 complaint about a rejected petition was resolved by clarifying why the petition was not admissible and what was needed for it to be admissible, as well as offering further help to the petitioner.
- 1 complaint about a lack of response to an email was resolved by an apology and action being taken to avoid such an error recurring.
- 1 complaint about a delay in receiving a response to a complaint form was resolved by an apology, an explanation about the SPCB's ongoing investigation into an MSP and a commitment to update when the final report is published.