

# Scottish Parliamentary Corporate Body Complaints Handling 2023-24, Quarter 4 (1 January-31 March 2024)

## Complaints received

Total number of complaints received: 12

Stage 1: 7

Stage 2: 5

## Outcomes

Resolved	7 (7 at stage 1; 0 at stage 2)
Fully upheld:	0
Partially upheld:	0
Not upheld:	2 (0 at stage 1; 2 at stage 2)
Not pursued:	0 (0 at stage 1; 0 at stage 2)
Pending:	3 (0 at stage 1; 3 at stage 2)

## Actions taken

### Resolved, 7 complaints at stage 1:

- 1 complaint about SPCB decision-making in relation to the investigation of complaints against an MSP was resolved by providing an explanation and an update, along with a commitment to notify when the final report has been published.
- 1 complaint about a body search at the public access due to a misunderstanding was resolved by explaining the procedure in a language that the visitor understood. We are considering how information about the search procedures can be improved for visitors who are not fluent in English.
- 4 complaints about the decision to ban Scottish Parliament staff from wearing rainbow lanyards were resolved by clarifying the reason for the decision and the importance of ensuring the impartiality, and the perception of impartiality, of Scottish Parliament staff.
- 1 complaint about staff conduct was resolved by issuing an apology and explaining that staff training has been organised.

### Not upheld, 2 complaints at stage 2:

- 1 complaint about comments made concerning visitors: While the complaint was not upheld, the investigation recommended that more detailed guidance is given to staff on what is and is not allowed, and this has been passed to the team reviewing the visitor behaviour policy and protest policy.
- 1 complaint about the approach taken in removing a visitor's badge

### Pending, 3 complaints at stage 2:

- 2 complaints concern the application of policy in relation to the removal of a visitor's badge.
- 1 complaint relates to the application of procedures for visitors attending First Minister's Questions.