

## **Scottish Parliamentary Corporate Body Complaints Handling 2024-25, Quarter 4 (1 January – 31 March 2025)**

### **Complaints received**

Total number of complaints received: 13

Stage 1: 4

Stage 2: 9

### **Outcomes**

Resolved	4 (4 at stage 1; 0 at stage 2)
Fully upheld:	1 (0 at stage 1; 1 at stage 2)
Partially upheld:	0
Not upheld:	0
Not pursued:	0
Pending:	8 (0 at stage 1; 8 at stage 2)

### **Actions taken**

#### **Resolved, 4 complaints at stage 1 about:**

- the delivery of a tour: We explained that we would work with the guide to address the areas highlighted and offered a return tour.
- a delay in acknowledging a complaint made under the MSP Code of Conduct and the lack of response to follow-up emails: We provided information about the automatic acknowledgement and apologised for the lack of direct acknowledgement. We also provided a timescale for the response to the substantive complaint.
- the filter on the website dropdown text not being inverted from light mode: We arranged for the bug to be fixed.
- a website issue when casting votes for Canongate Wall quotes: We apologised and provided an explanation for the technical problem experienced.

#### **Fully upheld, 1 complaint at stage 2 about:**

- a bar being open in proximity to a Holocaust Memorial Day event: We apologised and explained that we would take the potential disruption from a bar in the vicinity into account when planning for future events of this solemnity.

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

- staff (1 element was partially upheld and 2 elements were not upheld): We clarified on policies and procedures and will review our current position on recording calls by September 2025. (This complaint was received in quarter 3 and closed in quarter 4.)

**Pending, 8 complaints at stage 2 about:**

- the application of security policies and procedures on 12 March 2025 (including perceived inconsistencies) and decisions taken regarding the wearing of certain clothing and the display of certain items.