

Scottish Parliamentary Corporate Body (SPCB) Complaints Handling 2025-26, Quarter 4 (1 January – 31 March 2026)

Complaints received

Total number of complaints received: 6

Stage 1: 4

Stage 2: 2 (2 received direct and 0 escalated)

Outcomes

Resolved 3 (3 at stage 1; 0 at stage 2)

Fully upheld: 0

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

Not upheld: 0

Not pursued: 1 (1 at stage 1; 0 at stage 2)

Pending: 0

Actions taken

Resolved, 3 complaints at stage 1 about:

- the Scottish Parliament's continued use of X: We explained that the Parliament uses a range of social media platforms and channels, with impartiality as a key factor, and that we review our presence on all channels on an ongoing basis to ensure that they continue to be effective in meeting public engagement aims and evolve as the digital landscape changes. We also explained that our online discussion rules outline how we manage contributions from the public to ensure that our platforms are a space where everyone feels able to participate.
- the treatment of a Deaf British Sign Language (BSL) user going through the security check at the entrance to the building: We apologised and explained that Deaf Awareness training would be arranged for all frontline Security staff and that we would investigate other actions to improve the visitor experience for BSL users. We also offered to invite the visitor to return for a BSL-interpreted tour so they could provide further feedback.
- the use of only first names on individual MSP webpages: We explained that the website from the start of session 7 would contain both the first and last names of MSPs.

Partially upheld, 2 stage 2 complaints about:

- air quality in some parts of the Parliament building and security procedures when dealing with visitors wearing face-coverings: Both elements were partially upheld. We explained the actions that are being taken to improve air quality, security procedures and information for the public on both aspects (including publication of an Indoor Air Quality Assurance Statement and updates to the Accessibility Guide).

- the handling of follow-up evidence submitted in relation to the Prostitution (Offences and Support) (Scotland) Bill: While the investigation found no evidence of bias on the part of the clerking team, staff have been asked to review procedures and to look again at how to facilitate the request for a note to be included with the evidence to clarify when it was submitted and when published.

Not pursued, 1 stage 1 complaint about:

- staff conduct: The complainant said that they were taking legal action and no longer wished a response to their complaint through the SPCB's complaints handling procedure.