

# Scottish Parliamentary Corporate Body (SPCB) Complaints Handling 2025-26, Quarter 3 (1 October – 31 December 2025)

## Complaints received

Total number of complaints received: 5

Stage 1: 3

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

In addition, 1 complaint that was pending at the end of Quarter 2 of 2025-26 was not upheld.

## Actions taken

### Resolved, 3 complaints at stage 1 about:

- delays in publishing a petition: We explained that the petition was being reviewed, what this involves and how to check on progress.
- clerking staff not being available to discuss a petition in person and concerns about the consideration of the complainant's petition: We confirmed that the petitioner's submission was shared in full with committee members, explained the procedure for committee meetings and advised how the complainant could arrange a call from the clerking team to discuss issues.
- a delay in acknowledging and responding to correspondence: We apologised for the delay and clarified the scope of the complaints handling procedure. We also clarified the roles of the SPCB and Scottish Parliament committees in relation to certain external organisations.

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

- (from Quarter 2 2025-26) security procedures and staff conduct: We explained the terms of the protest policy and visitor behaviour policy. While no definitive evidence was available to support a decision on the element of the complaint about the attitude of a member of staff, we explained the expectations on staff regarding their conduct and offered an apology.
- a change made to a petition submission without the authorisation of the petitioner: We explained why the date-change had been made, that it was done as a tracked change and that the complainant had authorised the publication of the submission. We also arranged for the submission to be reposted with the original date, explained the complainant's options as the petition could not be re-opened and clarified procedures for the consideration of petitions.

**Not pursued, 1 stage 2 complaint about:**

- the handling of personal data and a data breach: The complaint investigation was discontinued after the complainant indicated that they would pursue the matter by alternative routes.