

Compliance Reporting Complaints Handling 2020-21, Quarter 1 (April-June 2020)

RAG status definitions

RED – One or more issues outside agreed parameters which cannot be resolved at operational level and require Leadership Group input

AMBER – One or more issues outside agreed parameters which can be resolved at operational level

GREEN – Operating within agreed parameters

Complaints received

Total number of complaints received: **3**

Stage 1: **1**

Stage 2: **2**

All complaints were responded to on time.

Outcomes

- Fully upheld: **0**
 - Partially upheld: **0**
 - Not upheld: **3** (1 at stage 1; 2 at stage 2)
 - Not pursued: **0**
 - Pending: **1** (1 at stage 1; 0 at stage 2)
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- The outcome for 1 complaint from Quarter 3 in 2019-20 (on lighting around the ponds) is still pending as the planned review of the landscaped area has not yet been completed and is unlikely to be completed soon.

Overall RAG status: Green

Summary / Commentary / Actions taken

- 3 complaints were received in Quarter 1; none was an escalated complaint.
- The exceptionally low number of complaints this quarter (3 compared to 17 in Quarter 1 of 2019-20) is primarily due to the fact that the Scottish Parliament building has been closed to the public since 16 March 2020. It may also reflect offices having had more limited access to correspondence sent by post during most of this period.
- 2 out of the 3 complaints related to circumstances arising from Covid-19. One frontline complaint related to the use of disposable plastic cups by MSPs in the Chamber. The complaint was not upheld as the measures were temporary and reusable cups would be permitted when safe enough to use. The other (investigation) complaint related to the physical presence of MSPs in the Chamber. This complaint was not upheld on the grounds that appropriate action had been taken by the Scottish Parliament, including the introduction of a hybrid parliament and virtual meetings.