

Scottish Parliamentary Corporate Body Complaints Handling 2022-23, Quarter 1 (April – June 2022)

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:

Stage 1: 6

Stage 2: 1

2 complaints were not responded to on time.

The timescale for responding to complaints is 5 working days at stage 1 and 20 working days at stage 2.

(A 'working day' is any day that is not a weekend or a public holiday.)

The average time taken to reply to complaints:

Stage 1 **5.2** working days

Stage 2 **15** working days

Outcomes

Resolved **4** (4 at stage 1; 0 at stage 2)

Fully upheld: **0**

Partially upheld: **0**

Not upheld: **2** (1 at stage 1; 1 at stage 2)

Not pursued: **0**

Pending: **2** (2 at stage 1; 0 at stage 2)

- For a complaint from Quarter 3 in 2019-20, the outcome is pending the conclusion of discussion on lighting in the area with Historic Environment Scotland and City of Edinburgh Council.
- For a complaint from June 2022 about an allegedly inappropriate comment on business, the outcome is pending due to the lack of opportunity to communicate with the customer.

Overall status: Amber

Summary / Commentary / Actions taken

- 7 complaints received in Quarter 1. Total complaints 2022-23 to date: 7

- The total number of complaints is up compared to Quarter 1 of 2020-21 (3) and Quarter 1 of 2021-22 (4), reflecting the re-opening of the building to the public in April.
- 1 stage 2 complaint was acknowledged late because of a delay in the details being passed on by a committee. Staff have been reminded of the procedures for processing complaints.
- 1 stage 1 complaint was responded to 1 day late due to competing work demands on the staff involved.
- Following clarification, concerns raised about the consideration of a petition were deemed to be outwith the scope of the SPCB complaints handling procedure as they relate to decisions made by committee members and the content of petition submissions.

Actions taken

Not upheld, 2 complaints:

- 1 stage 1 complaint about the treatment of public attendees at a committee meeting was not upheld as the Visitor Code of Conduct had been applied appropriately.
- 1 stage 2 complaint related to terminology used in a SPICe briefing on the Gender Recognition Reform (Scotland) Bill. Clarification was given on the purpose and format of briefings and the basis for the definitions used.

Resolved, 4 complaints at stage 1:

- A complaint about the response to photographs being taken: we are reviewing signage in the public entrance area.
- A complaint about the handling of a petition: we explained the procedures for considering petitions.
- A complaint about a perceived 'lack of Covid awareness': we clarified that procedures and ventilation are in line with legislation and Scottish Government guidelines.
- A complaint about responses to email enquiries: we apologised for any misunderstanding of intentions and invited the enquirer to ask further questions if needed.