

Scottish Parliamentary Corporate Body Complaints Handling 2022-23, Quarter 4 (1 January-31 March 2023)

Complaints received

Total number of complaints received: 9

Stage 1: 5

Stage 2: 4

Outcomes

Resolved 5 (5 at stage 1; 0 at stage 2)

Fully upheld: 0

Partially upheld: 0

Not upheld: 3 (0 at stage 1; 3 at stage 2)

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

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

Actions taken

- **Not upheld** – 3 stage 2 complaints relating to:
 - the protest in the Chamber gallery on 22 December 2022
 - use of toilet facilities
 - policy on flags and political symbols
- **Resolved** – 5 stage 1 complaints relating to:
 - removal of visitors from the Chamber gallery on 30 March 2023 (3): resolved by an apology and explanation
 - online search results (1): resolved by providing clarification and inviting the customer to take part in website testing
 - communication with the Parliament by people who have difficulty writing (1): resolved by offering alternative means of contact. Part of this complaint (on a petition submission) was out of scope.
- **Not pursued** – 1 stage 2 complaint relating to the handling of petitions and the processing of personal data. Parts of this complaint were out of scope and the customer chose not to pursue the other elements.
- The Visitor Code of Conduct, protest policy and unacceptable actions policy are being reviewed in light of the disturbances to parliamentary business.