

Scottish Parliamentary Corporate Body

Complaints Handling Annual Report: 1 April 2022 – 31 March 2023

Complaints received

Total number of complaints: 37

Stage 1: 15

Stage 2: 22

Complaints closed within deadlines

Stage 1: 12 complaints (80% of stage 1 complaints)

Stage 2: 10 complaints (45% of stage 2 complaints)

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.)

Time taken

The average time taken to deal with complaints at stage 1 was 4.5 working days.

The average time taken to deal with complaints at stage 2 was 22.3 working days.

Outcomes

Resolved **11** (11 at stage 1; 0 at stage 2)

Fully upheld: **1** (0 at stage 1; 1 at stage 2)

Partially upheld: **5** (2 at stage 1; 3 at stage 2)

Not upheld: **19** (2 at stage 1; 17 at stage 2)

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

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

* For a complaint from Q3 in 2019-20, the outcome is still pending the conclusion of discussion on lighting in the area with Historic Environment Scotland and City of Edinburgh Council.

Trends

- The total number of complaints in 2022-23 (37) was more than double the previous year (17). In part, this reflects the building being open to the public throughout almost the full period. It also reflects tensions around the Gender

Recognition Reform (Scotland) Bill, with issues related to consideration of the bill and gender identity accounting for more than half of all complaints received.

- Several complaints relating to petitions contained elements that were out of scope, including the conduct and decisions of committee members and the content of submissions.
- In contrast to most previous years, no complaints were escalated from stage 1 to stage 2.

Actions taken

As a result of complaints, we made or will make the following changes to our services and/or procedures:

- The Visitor Code of Conduct, protest policy and unacceptable actions policy are being reviewed in light of the disturbances to parliamentary business.
- While the SPCB complies with the relevant regulations, we are continuing to explore options for providing live subtitles on SPTV.
- In response to a stage 2 complaint about the terminology used in reporting data in the SPCB's Diversity Monitoring Report 2020-21, we explained that the SPCB was compliant in terms of reporting, but we will review the presentation of the Diversity Monitoring and Pay Gaps Report and how we collect data.
- We are exploring new training options around transgender awareness.