

# Scottish Parliamentary Corporate Body Complaints Handling 2022-23, Quarter 2 (July – September 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: 2

Stage 2: 1

1 complaint was 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                    **7.7** working days

Stage 2                    **20** working days

## Outcomes

Resolved                    **2** (2 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:                    **1** (1 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.

**Overall status: Amber**

## Summary / Commentary / Actions taken

- 3 complaints received in Quarter 2. Total complaints 2022-23 to date: 10
- The amber status reflects that 1 stage 1 complaint was not closed within the 5-day deadline. This complaint was received in Quarter 1, but closure was delayed because of staff absence on leave. The delay in closing this complaint accounts for the rise in the average time taken to close stage 1 complaints this quarter.

(The average time taken to close the 2 stage 1 complaints received in Quarter 2 was 2.5 days.)

### **Actions taken**

Not upheld, 2 complaints:

- A complaint at stage 1 from June 2022 about an allegedly inappropriate comment on business was not upheld as there was no corroboration and no opportunity to communicate further with the customer.
- A complaint at stage 2 about perceived discrepancy in the treatment of witnesses wearing slogans on clothing when attending a committee meeting was not upheld, with clarification being given on the application of the Visitor Code of Conduct.

Resolved, 2 complaints at stage 1:

- 1 anonymous complaint about poor audio in the Chamber was resolved on the spot, on the basis that the sound system would be checked. A check confirmed that it was fully functioning.
- 1 complaint relating to public enquiry responses being issued in the name of the office rather than a named individual was resolved by explaining the recent change to standard working practices.