

Scottish Parliamentary Corporate Body Complaints Handling 2023-24, Quarter 1 (1 April-30 June 2023)

Complaints received

Total number of complaints received: 8

Stage 1: 5

Stage 2: 3 (including 1 escalated)

Outcomes

Resolved **3** (3 at stage 1; 0 at stage 2)

Fully upheld: **0**

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

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

Not pursued: **0**

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

Actions taken

Partially upheld, 3 complaints:

- A stage 1 complaint about the quality of response to an enquiry: While most questions had been answered adequately and accurately, we agreed that more clarification could have been given and that 1 question had not been addressed directly, and we provided a fuller response.
- A stage 2 complaint about the incorrect use of gender-based terminology (upheld) and about lack of clarity on permitted visitor behaviour in the Chamber (not upheld): We are updating staff guidance and training, and further training is being arranged; the Accessibility page on our website is now referred to in the Visitor Behaviour Policy to make it easier for visitors to tell us in advance of any support needed. The feedback will also inform a wider review of access arrangements.
- A stage 2 complaint about racial profiling of a visitor (not upheld) and about lack of clarity in security processes for attendees at First Minister's Questions (FMQs) (upheld): We acknowledged the need for clear information and a streamlined process. A review of arrangements for FMQs over summer recess will include looking at further improvements to the briefing of security colleagues and consistency in the understanding and application of procedures.

Not upheld, 2 complaint (1 stage 1 complaint + escalation):

- A stage 1 complaint about destruction of MSP expenses records, subsequently escalated to stage 2: We clarified the basis for destruction, which is in line with HMRC and the Scottish Public Finance Manual requirements.

Resolved, 3 complaints at stage 1:

- A complaint about the lack of live subtitling of parliamentary business: We explained that browser-generated Automated Speech Recognition was available for use and that we are working to provide captions with improved accuracy on live streams on SPTV. We also updated when guidance on accessing live third-party captions on SPTV was posted.
- A complaint about the postcode finder on our website giving incorrect results: We explained the limitations on the accuracy of the MSP Finder and confirmed the complainant's constituency through alternative means. We are investigating how the accuracy of the search tool might be improved.
- A complaint about the quality of a response to an MSP complaint and no name on the email sent: We clarified the sanctions available to the Presiding Officer in handling complaints about MSPs and explained why emails are not sent with individual names.

Pending, 1 complaint:

- For a complaint from Q3 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.