

## **Scottish Parliamentary Corporate Body Complaints Handling 2023-24, Quarter 2 (1 July-30 September 2023)**

### **Complaints received**

Total number of complaints received: 4

Stage 1: 2

Stage 2: 2

### **Outcomes**

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

Fully upheld:            **0**

Partially upheld:      **0**

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

Not pursued:          **0**

Pending:                 **0**

### **Actions taken**

#### **Not upheld, 2 complaints at stage 2:**

- A complaint about a perceived weakness in security procedures at the entrance to the Parliament building: We clarified the distinction between airport-style security and the security operations at airports, and explained that the Parliament's security is multi-layered. We confirmed that we are confident in our procedures but will take on board comments around communication with visitors.
- A complaint about the handling of enquiries following the Presiding Officer's response to a complaint against an MSP: We concluded that the responses given by the member of staff were timely, and accurately and objectively explained the lack of grounds for further action to be taken under the Code of Conduct for MSPs.

#### **Resolved, 3 complaints at stage 1:**

- 1 complaint about the Scottish Parliament building being closed shortly before the scheduled closing time: This was resolved with a prompt apology for the oversight. Staff were reminded of the Parliament's values and expected behaviours.
- 1 complaint relating to the blocking of a post on the Scottish Parliament's Facebook page that contained a link to a UK Parliament petition: This was resolved by clarifying the Parliament's discussion rules and the automated rule in place which hides all posts with links.

- A complaint that had been pending from Q3 in 2019-20 was resolved by providing an update on the installation of lighting in the area around the ponds.