

Scottish Parliamentary Corporate Body Complaints Handling 2024-25, Quarter 1 (1 April-30 June 2024)

Complaints received

Total number of complaints received: 9

Stage 1: 9

Stage 2: 0

Outcomes

Resolved 7 (7 at stage 1; 0 at stage 2)

Fully upheld: 0

Partially upheld: 0

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

Not pursued: 0

Pending: 0

Actions taken

Resolved, 7 complaints at stage 1 about:

- an educational resource being misleading: We agreed to source and integrate additional information.
- the treatment of a member of the public who wished to retrieve a bag from the Chamber: We apologised and explained why this might have been seen as a security risk.
- the lack of British Sign Language and easy read versions of the call for views on the Disability Commissioner (Scotland) Bill: We clarified where these could be found on our website.
- the lack of response to an email: We apologised and explained how to find the relevant information.
- the attitude of staff towards a member of the public: We apologised and provided assurance about our ongoing work with staff on our expectations of them.
- the People's Panel not being on display: We explained about the rotation of works in our permanent art collection and when the panel is next scheduled for public display in the building.
- a visitor being refused entry to the building unless a rainbow-coloured hat was removed: We explained that the hat could be worn and apologised for the miscommunication, which would be addressed with staff.

Fully upheld, 1 complaint:

- A stage 2 complaint from quarter 4 of 2023-24 about the removal of a visitor's badge and the inconsistency of this with Scottish Parliamentary Service (SPS)

staff wearing rainbow lanyards: While the staff member acted in line with policy at the time, the complaint was upheld as wearing the badge would now be allowed following a change agreed by the Scottish Parliamentary Corporate Body (SPCB). The Code of Conduct for staff has also been updated, requiring staff not to wear lanyards, pins or badges that show support for social movements, campaigns or organisations.

Not upheld, 4 complaints:

- A stage 1 complaint about a staff member 'portraying hate'
- A stage 1 complaint about the requirement to cover up a T-shirt with Pride colours in the form of a Union flag: We explained that flags (including on clothing) are not permitted under the Visitor Behaviour Policy.
- A stage 2 complaint from quarter 4 of 2023-24 about the application of policy in relation to the removal of a visitor's badge: While the complaint was not upheld as no discrimination had taken place, we explained the Visitor Behaviour Policy and the change agreed by the SPCB to permit small, discreet badges in future.
- A stage 2 complaint from quarter 4 of 2023-24 about a comment made by staff and inconsistent application of procedures for visitors attending First Minister's Questions (FMQs): Following an independent investigation, neither element of the complaint was upheld but recommendations were made for clearer guidance to be provided to MSPs and their staff about procedures for FMQs and for SPS staff training to ensure consistency in processes.