

Scottish Parliamentary Corporate Body Complaints Handling 2024-25, Quarter 2 (July-September 2024)

Complaints received

Total number of complaints received: 10

Stage 1: 6

Stage 2: 4 (2 received direct and 2 escalated)

Outcomes

Resolved 4 (4 at stage 1; 0 at stage 2)*

Fully upheld: 0

Partially upheld: 3 (0 at stage 1; 3 at stage 2)

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

Not pursued: 0

Pending: 0

Actions taken

Resolved, 4 complaints at stage 1 about:

- no notice on the website about a Chamber closure: We updated the website promptly .
- a scone in the public café: We apologised and passed the comments directly to the catering team.
- flying the EU flag at the Parliament building: We explained that this followed the Parliament's [decision](#) and direction to the Scottish Parliamentary Corporate Body.
- difficulty hearing the time for reflection speaker: We apologised and explained that Broadcasting staff would be in the gallery to monitor sound quality and take action if required.

* We also attempted to resolve a stage 1 complaint about the handling of a complaint by explaining what actions had been taken to improve procedures. This attempt failed and the complainant requested escalation.

Partially upheld, 3 complaints at stage 2

- In the case of a multi-part complaint about accessibility, 1 element was upheld, 1 was partially upheld and 4 were not upheld. Actions taken included:
 - Explaining about the [visitor behaviour policy](#) and the procedures followed by staff in the gallery
 - Highlighting the [Accessibility Guide](#) that disabled and neurodiverse visitors can consult before visiting and the support that can be put in place for their visit
 - Explaining that the acoustics in the Chamber are routinely tested and monitored, and that Broadcasting staff will monitor levels particularly at time for reflection and explore ways to improve if necessary
 - Reviewing operating practices to improve notification of any issues affecting live captioning

- Explaining our approach to providing British Sign Language (BSL) interpreting within the constraints on resources, and also the information available on how visitors can request BSL interpreting
- An escalated complaint about the handling of previous stage 1 complaints: We undertook to review guidance on staff giving their names when dealing with enquiries.
- A complaint about the experience of local heroes at the 25th anniversary event on 28 September: We apologised that the complainant's experience did not meet their expectations, outlined the actions that had been taken to make the event inclusive and explained how feedback would be taken on board for future events.

Not upheld, 2 complaints: 1 at stage 1 and 1 at stage 2

- A stage 1 complaint about staff not giving names
- An escalated stage 2 complaint about the ban on Parliament staff wearing rainbow lanyards: We provided clarification on aspects of the original response and on the different guidance and codes of conduct for Parliament staff and MSPs.