

# Scottish Parliamentary Corporate Body Complaints Handling 2024-25, Quarter 3 (October-December 2024)

## Complaints received

Total number of complaints received: 13

Stage 1: 8

Stage 2: 5 (4 received direct and 1 escalated)

## Outcomes

Resolved **6** (6 at stage 1; 0 at stage 2)\*

Fully upheld: **0**

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

Not upheld: **3** (1 at stage 1; 2 at stage 2)

Not pursued: **0**

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

## Actions taken

### Resolved, 6 complaints at stage 1 about:

- No coffee machine in the public café: We apologised and updated when the machine was fixed.
- No response to correspondence sent to a committee: We explained about the automated acknowledgement, apologised for no subsequent acknowledgement and clarified when the substantive response to the original correspondence would be issued.
- Photographing The Queen's portrait in the Main Hall not being allowed: We contacted the royal household, which holds the copyright, to see if more flexibility could be permitted. Following a positive response, we updated the complainant and invited them to return to the building to take a photograph with the portrait. Signage in the Main Hall has also been updated.
- Flags not being at half mast for Alex Salmond on 14 October: We explained the flag flying policy and what the Parliament was doing to mark the passing of Alex Salmond.
- Delayed release from the accessible exit corridor: We apologised to the visitor and are investigating installation of a buzzer in the accessible exit to alert staff.
- The lack of response to emails sent to the Presiding Officer about an MSP complaint: We apologised, provided a copy of the response to the MSP complaint and, following investigation by our IT team, took steps to minimise the risk of the complainant's email address being quarantined and advised what to do in future if the expected acknowledgement of an email to the Parliament is not received.

\* For 1 stage 1 complaint about staff, we attempted resolution by apologising and explaining what actions had been taken to improve staff knowledge and procedures. This attempt failed and the complainant requested escalation. The outcome to the escalated complaint was pending at the end of the quarter.

### Partially upheld, 2 complaints at stage 2:

- 2 complaints about the experience of local heroes at the 25th anniversary event on 28 September: We apologised that the complainants' experience did not meet their expectations and explained how their feedback would be taken on board for future events. We also noted that much of the feedback received was positive and that we are satisfied that the intention of the event design was to be inclusive.

**Not upheld, 3 complaints: 1 at stage 1 and 2 at stage 2:**

- A stage 1 complaint about a security search: We explained the results of the investigation and clarified on security procedures.
- 2 stage 2 complaints about the treatment of event guests: While there was no evidence that the guests had been singled out, we apologised that they were inadvertently misdirected.