

## **Compliance Reporting Complaints Handling 2019-20, Quarter 2 (July-September 2019)**

### **RAG status definitions**

RED – One or more issues outside agreed parameters which cannot be resolved at operational level and require Leadership Group input

AMBER – One or more issues outside agreed parameters which can be resolved at operational level

GREEN – Operating within agreed parameters

### **Complaints received**

Total number of complaints received: **19**

Stage 1: **18**

Stage 2: **1**

1 complaint was not responded to on time.

### **Outcomes**

Fully upheld: **5** (5 at stage 1; 0 at stage 2)

Partially upheld: **4** (3 at stage 1; 1 at stage 2)

Not upheld: **9** (9 at stage 1; 0 at stage 2)

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

**Overall RAG status: Amber**

### **Summary / Commentary / Actions taken**

- 19 complaints received in Quarter 2. Total complaints in 2019-20: 36
- 1 frontline complaint was responded to after 6 working days due to the relevant member of staff being on leave.
- 1 complaint about the quality of shop products was not pursued. Details to allow an assessment were requested but not received.
- 7 frontline complaints related to delays in entering the building during the period of heightened security in September. Of these, 3 were from Scottish Government staff who felt that Scottish Government passholders should be exempt from some of the additional security measures (eg depositing bags). In response, we are investigating steps:
  - to raise awareness of the application process to become a Parliament passholder among regular building users from the Scottish Government; and
  - to improve communication with Scottish Government staff about changes to security levels.
- 1 complaint related to the limited visibility of the accessible door at the public entrance, which delayed entry to the building for a visitor with a mobility scooter. Installation of an additional CCTV camera to improve visibility of the accessible door is being considered.