

Compliance Reporting Complaints Handling 2020-21, Quarter 2 (July-September 2020)

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: **2**

Stage 1: **0**

Stage 2: **2**

All complaints were responded to on time.

Outcomes

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

Partially upheld: **0**

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

Not pursued: **0**

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

* The outcome for a complaint from Quarter 3 in 2019-20 (on lighting around the ponds) is still pending as the planned review of the landscaped area has not yet been completed.

Overall RAG status: Green

Summary / Commentary / Actions taken

- 2 complaints received in Quarter 2. Total complaints in 2020-21: 5
- 1 complaint (not upheld) related to the difference in treatment of submissions by members of the public in response to a call for views compared to written submissions to committees by Scottish Government Ministers.
- 1 complaint (fully upheld) related to the non-provision of BSL interpreting for the First Minister's statement on 22 September 2020. Lack of notice of the change to business meant it was not possible to put arrangements in place on that occasion. Steps are being taken to enable the Parliament to respond more flexibly to future requirements at short notice.
- The total number of complaints remains low, reflecting the closure of the building to the general public.