

News | April 2024

SPSO Strategic Plan 2024-28 published



We laid our [Strategic Plan 2024-2028](#) before the Scottish Parliament on Tuesday 2 April 2024. The plan, driven by our key values, sets out our priorities and approach for the next four years. We monitor progress against the plan through our annual business plans.

[Read more about our latest strategic plan.](#)

Public service complaints

This month the Ombudsman published 14 decision reports. The findings highlight the importance of early resolution.

[Read more about the themes and trends from our findings.](#)

Scottish Welfare Fund reviews

Last month we made 70 decisions. In recent weeks we have seen an increase in the number of cases involving 'high most compelling' priority assessments.

[Read our Scottish Welfare Fund update.](#)

We are hiring!

Are you interested in joining an organisation that enjoys challenge and strives for continuous improvement?



We are recruiting for a Complaints Reviewer. Our Complaints Reviewers play a key role in our work, investigating, analysing and resolving complaints across a wide range of sectors. Successful candidates will have a lively analytical mind and the sound judgement needed to make fair, consistent and just decisions.

Closing date: 14:00 on 24 April 2024

[Visit our recruitment page.](#)

Complaints Investigation Skills training

Want to brush up on your investigation skills? Our online trainer-led Complaints Investigation Skills course is aimed at staff who investigate complaints at stage 2 of the [Model Complaints Handling Procedure](#). See what previous candidates have to say!



We have spaces available on Monday 3 June and Tuesday 4 June 2024 – [reserve your spot now!](#)

Independent National Whistleblowing Officer (INWO)

Speak Up Week 2024: planning webinar

A reminder that our INWO team will be hosting a webinar to support board's planning for Speak Up Week 2024. This will be held on Wednesday 15 May 2024, 11am – 12pm.

[Register your interest](#)

Speak up week itself is Monday 30 September to Friday 4 October 2024 and the theme is 'Enabling Speaking Up'. To keep up to date with Speak Up Week 2024, [sign up to our INWO monthly e-bulletin.](#)

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