Scheme of Delegation

I, the Scottish Public Services Ombudsman, delegate to the under noted post-holders, the authority to exercise the listed duties as described.

Paul McFadden
Scottish Public Services Ombudsman
20 October 2025

Finance		***Authorised Signatory***
Requests for goods and services authorisation:	• **casework** procurement, up to and including £1000 *(such as professional advice and language services contracts)*	One of the following • Leadership Team member • Casework Team Manager
	• other procurement up to and including £1,000	One of the following • Leadership Team member • Corporate Services Manager • ISE TM Engagement and Communications (comms procurement) • HR Manager (HR and L&D procurement)
	• procurement over £1,000	One of the following • Ombudsman • Head of Corporate and Shared Services
Invoice payment authorisation:	• up to and including £1,000	Originator of contract, countersigned by one of the following **SPSO specific** • Leadership Team member • Corporate Services Manager • HR Manager (HR or L&D) • ISE TM Engagement and Communications (Comms) **Bridgeside House**

Finance		***Authorised Signatory***
		• Head of Corporate and Shared Services • Corporate Services Manager • HR Manager (HR or L&D)
	over £1,000	Originator of contract, countersigned by one of the following • Ombudsman • Head of Corporate and Shared Services
Approval for petty cash payments (up to £50)		One of the following • Head of Corporate and Shared Services • Leadership Team Member • Corporate Services Manager • Finance Assistant (CSO)
Approval of travel claims		• The line manager or their line manager • Head of Corporate and Shared Services for claims by the Ombudsman
Signatories for cheque book for bank account		Amounts up to £1,000, one of the following: • Ombudsman • Head of Corporate and Shared Services • Corporate Services Manager Amounts over £1,000, two of the above
SPSO Credit Cards		Account holder only • Ombudsman • Corporate Services Manager • Procurement Officer

Official Documentation	***Authorised Signatory***
Contracts over £1,000	One of the following • Ombudsman • Head of Corporate and Shared Services
Purchase orders over £1,000	One of the following • Ombudsman

Official Documentation	*Authorised Signatory*
	• Head of Corporate and Shared Services
Formal deeds and agreements	Ombudsman

Payroll	*Authorised Signatory*
Completed Monthly Payroll Submission and Summary	Two of the following • Ombudsman • Head of Corporate and Shared Services • HR Manager
Salary Amendments (including advances, increases/decreases, new employee's annual salary)	Two of the following • Ombudsman • Head of Corporate and Shared Services • HR Manager
Overtime Claim Forms	The line manager or their line manager
Expense Claim Forms	Amounts up to £1,000 • The line manager or their line manager Amounts over £1,000, one of the following • Ombudsman • Head of Corporate and Shared Services
Employee Loans (travel, training courses etc)	One of the following • Ombudsman • Head of Corporate and Shared Services • HR Manager
Holiday Payments	One of the following • Ombudsman • Head of Corporate and Shared Services

Staffing	***Authorised Signatory***
Approving overtime/Time Off in Lieu	The line manager or their line manager
Up to 10 consecutive days annual or other leave	The line manager or their line manager
Over 10 consecutive days annual or other leave	Head of Service or in their absence Head of Coporate and Shared Services
Letters of appointment	The Ombudsman, or in thier extended absence the Head of Corporate and Shared Services

Absence Provision	***Authorised Signatory***
Where a member of staff is not contactable or unavailable, for example, on sick or prolonged leave, for a period beyond which a decision cannot be delayed.	Their authority is delegated to one of the following • Their line manager • Head of Corporate and Shared Services • Ombudsman

Complaints, requests, welfare fund, standards
As Ombudsman, I can delegate my powers and functions as they relate to complaints, requests, welfare fund reviews and case standards in the following ways. 1. Delegated authority for individuals to act under my powers relevant to the staff role to which they have been appointed, as set out in the agreed job descriptions , following successful completion of induction and probationary periods. The powers delegated to each staff role are set out in policies and guidance with which all staff must confirm they are familiar and comply. 2. All delegated decision-making powers must be exercised in accordance with the SPSO handbooks, guidance, and policies. This includes all contractual terms, job descriptions, and the behaviour and conduct policy. Staff must declare actual or potential conflicts of interest both in general and in relation to specific decisions. 3. Delegation of my powers shall not prevent me from exercising those functions personally. 4. Any of the delegated powers conferred under this Scheme may be withdrawn by me on a permanent or temporary basis, or amended at any time without prior notice. 5. I may withdraw relevant delegated powers and decisions from any individual member of staff on a permanent or temporary basis with regard to their specific role at that time. When doing so, I will notify the individual member of staff in writing.

Complaints, requests, welfare fund, standards
6. Members of staff who are temporarily promoted into any of the relevant roles listed in the Scheme will take on the delegated authority applicable to the role only for the remainder of their period of temporary promotion. 7. All delegated powers and authorities listed in the Scheme are assigned to specific roles only and are not transferrable. Any member of staff who moves to another role within will normally relinquish all delegated authority given to them in their previous role upon leaving that post unless I authorise that to continue for a period of transition or to support office-wide workload management. 8. To improve office resilience, support business continuity or respond to workloads, I may from time-to-time delegate additional powers to an individual post-holder that is not normally held within their role. Such delegation will be in writing. 9. Notification of any changes to the Scheme will be made and circulated in writing. The section below sets out in broad terms, the areas that are delegated to each role subject to the detail given in policy and guidance.

Public Service complaints and requests (not related to the Independent National Whistleblowing Officer (INWO) powers and duties)	
Area of delegation	*Roles to which decisions may be delegated in relevant policy/guidance*
Decision-making in relation to complaints and requests under the Scottish Public Services Ombudsman Act 2002 (as amended). This includes but is not limited to 1. making decisions on whether to initiate, continue or discontinue investigations or take such action to resolve the matter as provided for in sections 2 (3) and 2 (5) 2. taking action as provided for in section 2(4) 3. issuing statements of reasons as required by section 11, and 4. issuing investigation reports as provided for or required by section 15	• Complaints reviewers • Team managers (Public Service Complaints and Assessment and Guidance) • Assessment and Guidance officers • Complaints Officers • Team officers for public service complaints teams and Assessment and Guidance team assistants • Executive Casework Officers • Legal and Policy Officer • Heads of investigation • Head of Improvement, Standards and Engagement

Whistleblowing complaints and requests (as covered by INWO powers and duties)	
Area of delegation	*Roles to which decisions may be delegated in relevant policy/guidance*
Decision-making in relation to complaints and requests under the Scottish Public Services Ombudsman Act 2002 (as amended) including those set out in section 6A, (noting the definition in 16BA (3)). This includes but is not limited to 1. making decisions on whether to initiate, continue or discontinue investigations or take such action to resolve the matter as provided for in sections 2 (3) and 2 (5) 2. taking action as provided for in section 2(4) 3. issuing statements of reasons as required by section 11, and 4. issuing investigation reports as provided for or required by section 15	• Complaints reviewers (INWO) • Complaints Officers (INWO) • Team manager (INWO) • Team officers (INWO) • Executive Casework Officers • Legal and Policy Officer • Heads of investigation • Head of Improvement, Standards and Engagement

Scottish Welfare Fund Review Service (SWF)	
Area of delegation	*Roles to which decisions may be delegated in relevant policy/guidance*
Decisions relating to the role and functions of reviewing welfare funds set out in the Welfare Funds (Scotland) 2015 Act and Scottish Public Services Ombudsman Act 2002, this includes, but is not limited to 1. receiving applications and assessing whether these have been duly made (section 7 of the 2015 Act) 2. making decisions about requiring information and other procedural matters (section 10 of the 2015 Act) 3. quashing decisions of local authorities and making directions (section 8 of the 2015 Act), and 4. notifying applicants and the local authority of the decision (section 11 of the 2015) Act	• Case Reviewers (SWF) • Team manager (SWF) • Executive Casework Officers • Legal and Policy Officer • Heads of investigation • Head of Improvement, Standards and Engagement

Complaints Standards	
Area of delegation	*Roles to which decisions may be delegated in relevant policy/guidance*
Decision-making in relation to complaints standards under the Scottish Public Services Ombudsman Act 2002 (as amended). This includes but is not limited to 1. specifying individual listed authorities under s 16C 2. requiring listed authorities to provide descriptions of their complaints handling procedures and other information under s 16H, and 3. monitoring, promoting best practice and encouraging the sharing of good practice and co-operation under s 16G.	• Head of Improvement, Standards and Engagement • Head of Corporate and Shared Service • ISE TM Engagement and Communications Manager • ISE Reviewing Officers