

## News | December 2023



As 2023 draws to a close, we wish everyone a peaceful festive season, and all the best for a happy and healthy New Year.

### Festive opening hours

Please note that for most business we will be closed from Friday 22 December, reopening on Wednesday 3 January 2024.

- **Our Scottish Welfare Fund team will offer an emergency service on 27—29 December 2023.**
- Public service complaints can still be submitted via our [online complaint form](#) and INWO complaints can be submitted via the [INWO online complaint form](#). We will not be able to respond until we reopen on 3 January 2024.

## Public service complaints

### Decision reports

This month the Ombudsman published 18 decision reports. The findings highlight the importance of taking good notes during a complaints investigation and using these to help communicate openly with the complainant.

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

### Investigation report

The Ombudsman has also published a public report which details the care and treatment of a patient who developed a serious complication following treatment for deep vein thrombosis.

[Read our most recent investigation report.](#)

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## Scottish Welfare Fund reviews



This month we made 42 decisions. In one case study, we changed the council's decision on a community care grant relating to an individual who was facing exceptional pressure following a leg injury.

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

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## Enabling complaint handler wellbeing

At the [2023 SPSO Conference](#), Carolyn Hirst, Independent Consultant and Researcher at Hirstworks, delivered a fantastic session to delegates drawing on her own experiences and learnings to do with complaint handler wellbeing. Carolyn kindly provided a write up on her talk which can be found on our website.

[Read Carolyn's article on complaint handler wellbeing](#)

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For further information contact:

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