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## News | April 2025

### SPSO Conference: Early bird tickets on sale now!

**From Complaint to Impact: The journey of improving outcomes for service users**

Join us on Wednesday 19 November 2025 at the Edinburgh International Conference Centre for interactive workshops and panel sessions!

Topics include:

- Current trends in public sector complaints
- Hearing the voice of the complainant
- Supporting staff through public sector reform
- Using insight to transform services

**Early bird tickets (50 available) - £155**

**Full price tickets - £195 (on sale as soon as early bird tickets sell out!)**

Full programme coming soon.

[Book your early bird ticket](#)

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### Public service complaints

This month, the Ombudsman published 23 decision reports and one investigation report.

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

### Scottish Welfare Fund reviews and new explainer video

Last month, we made 47 decisions, 12 community care grants and 35 crisis grants.

We also launched our new [Scottish Welfare Fund information video](#). This explains what support the Fund can offer and gives an overview of the application and review process.

[Read more in our Scottish Welfare Fund update and case studies.](#)

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## Scottish Parliament nominates new Ombudsman

On Tuesday 1 April 2025, the Scottish Parliament agreed the Scottish Parliamentary Corporate Body's recommendation, that Paul McFadden be nominated as Scotland's fourth Public Services Ombudsman.

Rosemary Agnew, the current Ombudsman's, eight-year term ends on 30 April 2025. Andrew Crawford, a member of the SPSO's Leadership Team, will be appointed as the acting Ombudsman from 1 May 2025.

### A word from Rosemary...

"It has been privilege to serve as Ombudsman for the last eight years. The role of an ombudsman is a unique and invaluable one—providing the public with an independent, impartial route to justice when things go wrong, ensuring their voices are heard.

I want to acknowledge and thank organisations for their openness in engaging with our investigations and their commitment to learning and improvement. These efforts ultimately lead to better outcomes for the public we all serve.

Most importantly, I want to reassure members of the public and those that support and represent them, that they can still rely on the high standard of service and commitment they've come to expect from this office."

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## Consultation open: SPSO Customer Service Standards

Our consultation on our [updated Customer Service Standards](#) is now open and we are accepting responses until **Monday 12 May 2025**.

The purpose of this consultation is to ensure these standards meet the needs of all our users.

[Respond to the consultation](#)

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## Invitation to tender for web services

We are inviting tenders for the provision of web hosting, web support and development services.

If your service provider is working well for you, please help us by sharing the link to our tender with them.

**Deadline: 17:00, Friday 30 May 2025**

For more details, please see our [invitation to tender](#).