
News | August 2025

SPSO Launches Updated Complaints Handling Principles

We are excited to announce the publication of our updated [Statement of Complaints Handling Principles](#), approved by the Scottish Parliament in June 2025.

These Principles apply to **all organisations within our jurisdiction** and set out the values and expectations that should underpin a complaints handling procedure and culture.

Organisations are expected to reflect the Principles in their complaints handling and will be held to account through SPSO casework where they are not followed.

The Principles support a person-centred, rights-based approach to complaints handling and help public services improve both how they respond to complaints and how they deliver their services.

[Read the full news item and access the Principles](#)

Public service complaint findings

This month, the Ombudsman published 15 decision reports and made 32 recommendations to public bodies. We also published an investigation report about the nursing care and treatment provided to a patient with metastatic prostate cancer.

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

Scottish Welfare Fund reviews

Last month, we made 54 decisions, 10 community care grants and 44 crisis grants.

Of these, 70% of community care grants were upheld and 18% of crisis grants were upheld.

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

Complaints Investigation Skills

Do you handle complaints in your organisation? Want to improve your investigation skills and ensure fair, thorough outcomes?

Book a spot on our [Complaints Investigation Skills course](#).

This interactive SPSO trainer-led course equips you with the knowledge to conduct robust investigations, ask the right questions, assess evidence, and make informed decisions.

The course costs £100 pp and lasts around 5 hours.

Next training slots:

- Tuesday 2 September 2025 – **limited spaces – book now!**
- Wednesday 3 September 2025 - **SOLD OUT**

[Book now](#)

SPSO Conference: Get your tickets!

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 this year's conference. Highlights include:

- Keynote speaker: Benjamin Napier, Chief Executive of Citizens Advice Edinburgh, on the impact of the cost-of-living crisis on vulnerable service users
- Interactive workshop: discuss tools for handling respectful engagement
- Conversation piece: supporting staff through change
- Panel discussion: learn how insights from complaints can transform services and build a positive culture that values feedback

Tickets - £195

[Read the agenda](#)

[Book your ticket](#)

Update your records: SPSO mailing address

Some post is still being sent to an old SPSO address. Help complainants reach us by checking and updating any customer-facing materials, such as web pages and leaflets, with the correct details:

SPSO

Bridgeside House

99 McDonald Road

Edinburgh

EH7 4NS

We also offer a Freepost option.

FREEPOST SPSO

(This is all that needs to be written – no stamp required)

Mail sent to any other address may not reach us!