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## News | July 2025

### SPSO Conference: Agenda announced!

#### 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](#)

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## Public service complaints

This month, the Ombudsman published 17 decision reports and made 45 recommendations to public bodies. We also published two investigation reports about the health sector. In these cases, we have made significant findings and laid a detailed report before Parliament.

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

## 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.

Spaces available on

- Tuesday 2 September 2025
- Wednesday 3 September 2025

[Book now](#)

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## Scottish Welfare Fund reviews

Last month, we made 53 decisions, 14 community care grants and 39 crisis grants.

We changed several decisions because local authorities had not made sufficient enquires during the application and first tier process.

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

### New: Online training tool now live!

We are pleased to announce the launch of our free online training resource designed specifically for Scottish Welfare Fund decision makers. This tool offers two focused modules to support fair and informed decision-making:

- Investigation Skills
- Analysis and Judgement

Each course takes 20–25 minutes to complete.

[Access the training modules](#)

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## Updated Respectful Engagement Policy

Our updated [Respectful Engagement Policy](#) sets out how we work with individuals and organisations in a way that is respectful, inclusive, and constructive. It reflects our commitment to meaningful engagement while also supporting the safety and wellbeing of our staff. The policy may also be a helpful reference for public bodies looking to strengthen their own engagement practices with members of the public.

[Read our Respectful Engagement Policy](#)