

## News | March 2026

### Independent National Whistleblowing Officer reports

This month we have published two decision reports and one investigation report.

Two of the cases looked at involve maternity services at different boards.

The investigation report focuses on staffing concerns raised by whistleblowers at NHS Greater Glasgow and Clyde and has been published in full due to the significant patient and staff safety issues identified and to support learning across the sector.

[Read our latest INWO findings](#)

[Read more in our INWO bulletin](#)

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### Public service complaints

#### Our findings

This month, the Ombudsman published nine decision reports and made 18 recommendations to public bodies. A recurring theme from published cases this month is the impact of delayed action and follow up on patient care and clinical outcomes.

[Read more about our findings](#)

#### Conference 2027

Following the success of November's conference, we are in the early stages of planning our 25<sup>th</sup> anniversary conference in 2027.

We want to know what topics you would like us to focus on this time around.

[Share your ideas here.](#)

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## Scottish Welfare Fund

Last month, we made 64 decisions, 16 on community care grants and 48 on crisis grants.

Of these, 50% of community care grants were upheld and 29% of crisis grants were upheld.

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

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## Training

### *Complaints Investigation Skills*

With our trainer-led course will equip participants with the knowledge to conduct robust investigations, ask the right questions, assess evidence, and make informed decisions.

Our June dates are already selling quickly so sign up soon to avoid disappointment.

Book your spot now:

- [Monday 1 June](#)
- [Tuesday 2 June](#)
- [Tuesday 1 September](#)
- [Wednesday 2 September](#)
- [Monday 30 November](#)
- [Tuesday 1 December](#)

### **Testimonials from recent participants:**

*“There was a good balance of information, discussion and experience sharing.”*

*“Excellent... Some real experiences that were very helpful and insightful.”*

*“Provided clear information and well supported discussion.”*

### *Good Complaints Handling*

Our Good Complaints Handling online training self-guided course is aimed at staff handling complaints at stage 1 of the [Model Complaints Handling Procedure \(MCHP\)](#) but would be useful for anyone involved in complaints handling looking to develop their knowledge.

The course takes around 45 minutes to complete and costs £50 per person.

[Book now](#)

### *Child Friendly Complaints*

Our Child Friendly Complaints online training is tailored for complaints handlers and frontline staff. The course shows how organisations can put children and young people's rights at the heart of the complaints process.

The course takes around 45 minutes to complete and costs £50 per person.

[Book now](#)

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## **Closing soon: Assessment and Guidance Team Assistant applications**

We are recruiting for a new Assessment and Guidance Team Assistant. The successful applicant will play a pivotal role as the first point of contact to the SPSO and our complaints process.

Strong communication, administrative skills and an attention to detail are essential.

**Closing date:** 10:00 on 19th March 2026

**Salary scale:** Grade 2 £32,220 – £36,500

[Find out more and apply here.](#)

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## **Invitation to tender: Independent Customer Service Complaints Reviewer (ICSCR) service**

The Ombudsman is inviting tenders for the provision of an Independent Customer Service Complaints Reviewer (ICSCR) service. The ICSCR will be responsible for investigating and responding to complaints about the service provided by the SPSO in the carrying out of its statutory functions against its customer service standards.

Deadline for submissions is **17:00 Friday 17 April 2026**.

[More information and details on how to submit are available on our website](#)