
News | May 2025

SPSO Conference: 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 – SOLD OUT

Full price tickets - £195

Full agenda coming soon.

[Book your ticket](#)

Public service complaints

This month, the Ombudsman published 12 decision reports. Several of our cases related to Significant Adverse Event Reviews.

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

Scottish Welfare Fund reviews

Last month, we made 43 decisions, 11 community care grants and 32 crisis grants.

We changed several decisions because local authorities had not fully taken relevant information into account.

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

A message from the Acting Ombudsman

“I’m delighted to step into the role of Acting Scottish Public Services Ombudsman and support the organisation during this important transition period until our next Ombudsman, Paul McFadden, joins us in October.

It’s been a busy start to the role, I have already had the privilege of representing the office at several external meetings, including giving evidence at the Senedd Cymru Welsh Parliament. I look forward to the challenges of this important role, and I am proud to help steer the organisation forward.”

Andrew Crawford

Acting Scottish Public Services Ombudsman

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](#).