
News | September 2025

SPSO Launches Revised Good Complaints Handling Training

Following the publication of our updated [Statement of Complaints Handling Principles](#), we are excited to announce the launch of our newly refreshed [Good Complaints Handling training](#).

This training is a self-guided course 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 costs **£50** and takes around 45 minutes to complete.

[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](#)

Public service complaint findings

This month, the Ombudsman published 11 decision reports and made 25 recommendations to public bodies. A number of these reports highlighted concerns around record keeping.

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

Scottish Welfare Fund reviews

Last month, we made 45 decisions, 10 on community care grants and 35 on crisis grants.

Of these, 50% of community care grants were upheld and 20% of crisis grants were upheld.

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

Live events: Speak Up Week

Our [Independent National Whistleblowing Officer](#) (INWO) team are running three live events during this year's Speak Up Week – a national initiative led by the INWO to promote a healthy speak up culture within the NHS in Scotland.

- **[Monday 29 September 2025: Launch](#)**

Speakers will reflect on the role of everyone in the whistleblowing process in building a trusting environment where concerns are raised freely.

- **[Tuesday 30 September 2025: Listening to concerns](#)**

A panel discussion exploring barriers to raising concerns, engaging under-represented voices, and fostering psychologically safe spaces for open dialogue.

- **[Wednesday 1 October 2025: Acting on Feedback](#)**

A panel discussion outlining approaches to responding to concerns, when to signpost to the whistleblowing process, and how timely action builds trust.

[Read more about Speak Up Week](#)

We are hiring!

Are you interested in joining an organisation that enjoys challenge and strives for continuous improvement? We are hiring an Improvement, Standards and Engagement Team Assistant.

Closing date: 14:00, Friday 26 September 2025

[Find out more and how to apply.](#)