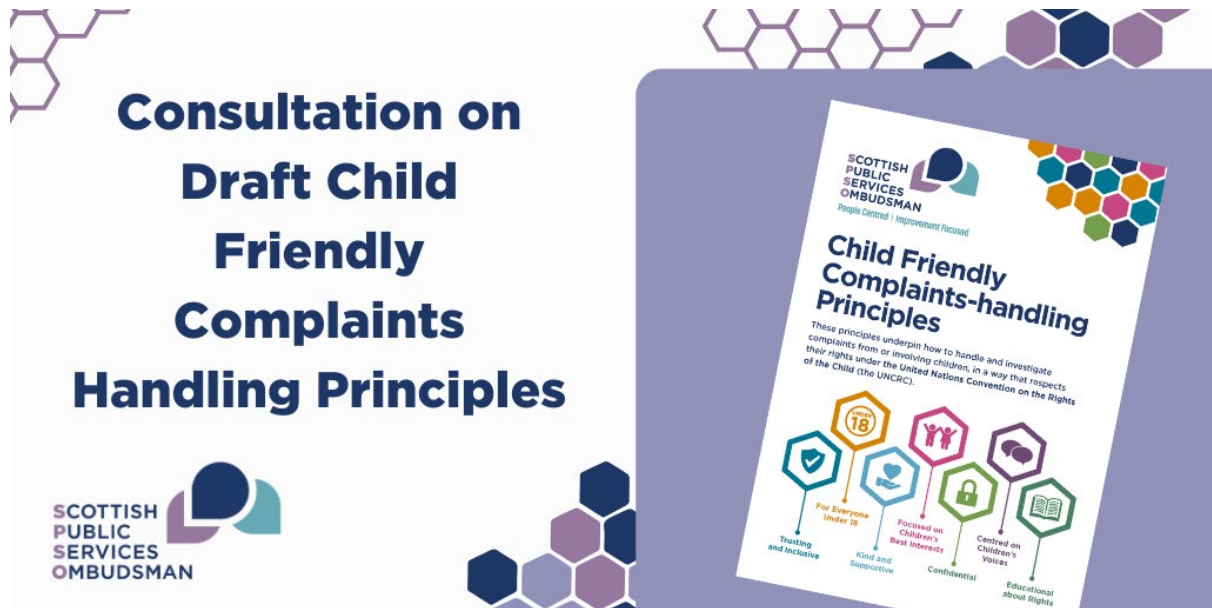


News | February 2024



Our consultation on the draft [Child Friendly Complaints Handling Principles](#) is now open, and we are accepting responses until 1 March 2024.

The consultation is open to all, but we are particularly looking for responses from:

- Anyone under 18
- Anyone with caring responsibilities for someone under 18
- Public services and third sector organisations who work with people under 18 or have an interest in promoting their rights

[Visit our website for more information and how to respond](#)

Public service complaints

This month the Ombudsman published 17 decision reports. The findings highlight the power and importance of apologies.

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

Scottish Welfare Fund reviews

Last month we made 67 decisions. We also provided feedback on two cases where we assessed that the requirement to treat applicants with dignity and respect had not been met.

[Read our Scottish Welfare Fund update.](#)

Consultation on the draft SPSO Strategic Plan 2024-2028



Our consultation on the draft [SPSO Strategic Plan 2024—2028](#) is now open. The plan, driven by our key values, sets out our strategic themes, objectives and approach for the next four years.

We invite comments, from individuals and organisations, about all aspects of the draft plan.

[Visit our website for more information and how to respond](#)



30 Sept - 4 October 2024



Enabling Speaking Up Speak Up Week 2024

Our Independent National Whistleblowing (INWO) team are delighted to announce ‘**Enabling Speaking Up**’ as the theme of this year’s [Speak Up Week](#). Speak Up

Week will take place on 30 September to 4 October 2024 and will explore how we support the growth of a healthy and sustainable speak up culture across the NHS in Scotland.

[Sign up to the INWO monthly e-bulletin to find out more about Speak Up Week.](#)

We are hiring!

Are you are interested in joining an organisation that enjoys challenge and strives for continuous improvement? We are looking for an Engagement & Communications Manager to support the leadership team in developing and delivering the SPSO's engagement & communications strategies as we explore new and innovative ways of engaging with our stakeholders.

This vacancy closes soon: Friday 23 February 2024 at 10am

[Visit our recruitment page to find out more.](#)

To keep up to date on our latest vacancies, you can follow us on [X](#) or [LinkedIn](#).

For further information contact:

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