

News | January 2024



Our [SPSO Conference 2023: Supporting Good Complaints Handling in a Changing World](#) took place this year on Thursday 16 November 2023 at Murrayfield Stadium, Edinburgh.

Thank you to all who attended. Following your feedback and questions raised on the day, we are pleased to share the following resources:

- [Outcomes from the vulnerability workshop](#)
- [FAQs document](#)
- [Article 'Enabling Complaint Handler Wellbeing'](#)

Please note that these documents are not official guidance from SPSO.

You can find the resources and further information on the [conference web page](#).

Public service complaints

This month the Ombudsman published 11 decision reports. The findings highlight the importance of having robust systems and policies in place to ensure efficient and uninterrupted service delivery.

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

Scottish Welfare Fund reviews

Last month we made 65 decisions. In our recent case studies, we changed the council's decision on crisis grants where they incorrectly interpreted the information available to them.

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



Want to brush up on your investigation skills? Our online trainer-led Complaints Investigation Skills course is aimed at staff who investigate complaints at stage 2 of the [Model Complaints Handling Procedure](#). Hear about good practice and top tips from our colleagues who have experience of complaints handling in the Scottish public sector.

We have spaces available on Monday 26 and Tuesday 27 February 2024 – reserve your spot now!

[Book now](#)



Independent National Whistleblowing Officer report

This month the Independent National Whistleblowing Officer (INWO) published a report about a Board's gender identity services. The INWO investigated two issues, neither of which were upheld.

[Read the report on the INWO website.](#)

Invitation to tender – soft phone telephony system

We are inviting tenders for the provision of soft phone telephony services. The deadline for submissions is **17:00 on Friday 9 February 2024**. Full details are available in the [invitation to tender document](#).

For further information contact:

Communications team	Assessment and Guidance team
Tel: 0131 240 2990	Tel: 0800 377 733
Email: communications@spso.gov.scot	Email: www.spso.org.uk/contact-us