

December 2019

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SPSO Complaints Improvement Conference

Tuesday 25 February 2020, Tynecastle Park, Edinburgh

Calling all public sector staff, advice agencies and academics for whom learning from complaints to improve services is a key part of their work or research: [our conference programme is now available!](#)

The conference will spotlight the newly revised Model Complaints Handling Procedure (MCHP) and highlight best practice in complaint handling including learning from complaints. The event will be a mixture of presentations, workshops and networking. The themes are:

- resolution skills
- making complaints work for everyone, including supporting vulnerable people and supporting staff who are the subject of a complaint
- encouraging positive behaviour (including the use of social media)

Alongside presentations from the SPSO, confirmed speakers include:

- Carolyn Hirst, mediator and former SPSO deputy Ombudsman
- Dr Chris Gill, University of Glasgow
- Felicity Mitchell, Office of the Independent Adjudicator

There will be lots of opportunities for networking to share experience, good practice and to discuss the revisions to the MCHP – not just within your own sector, but across sectors.

Places are limited so BOOK NOW! You can download a booking form [here](#).

Our findings

Complaints

We are currently in the process of upgrading our casework management system. While there has been no impact on our casework we have decided to not publish any decisions this month until work on our casework management system has been completed.

Scottish Welfare Fund Reviews

During November we:

- responded to 87 enquiries
- made 70 decisions:
 - 20 community care grants
 - 50 crisis grants
- changed the council's decision on 12 (60%) community care grants and 18 (36%) crisis grants

In recent weeks we have handled a number of review applications from people from outside Scotland who had their SWF applications to councils declined due to complications with their immigration status. Related case studies can be found in the searchable directory [on our website](#) under the subject *Entitlement to SWF for people from abroad*.

Training

Our next open training course for the public sector is:

Complaint Investigation Skills

Tuesday 10 March 2020

This course is for managers, team leaders, complaints officers and any other staff involved in the investigation of complaints. The course aims to develop their awareness of what makes the experience of complaining a good one or a bad one and explores the investigation process from initial receipt to conclusion.

[For further information and to book a place, please visit our website.](#)

Festive greetings

As the year draws to a close, we wish everyone a very happy festive season and all the best for 2020!



We will be closed from Wednesday 25 December 2019 to Thursday 2 January 2020 inclusive. The Scottish Welfare Fund will offer a limited service on the 27, 30 and 31 December 2019 **only**, to handle crisis grant applications. Both services will reopen as normal on Friday 3 January 2020.

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