

## Statement of Public Task under the Re-use of Public Sector Information Regulations 2015

The Scottish Public Services Ombudsman's (SPSO) Public Task under the Re-use of Public Sector Information Regulations 2015 consists of the principal activities for which she is responsible.

The SPSO has a wide remit, covering a variety of functions and services. Her powers and duties come from the Scottish Public Services Ombudsman Act 2002 which gives her three distinct statutory functions:

1. the final stage for complaints about most devolved public services in Scotland including councils, the health service, prisons, water and sewerage providers, Scottish Government, universities and colleges,
2. specific powers and responsibilities to publish complaints handling procedures, and monitor and support best practice in complaints handling,
3. Independent Review Service for the Scottish Welfare Fund with the power to overturn and substitute decisions made by councils on Community Care and Crisis Grant applications.

This information is also available at 'About us' on the following link:

<http://www.spsso.org.uk/about-us>.

The Ombudsman holds, and where possible, publishes information produced under this public task. Our asset list of information is available on request. It includes information within the public task of the Ombudsman. Our [Guide to information](#) lists information we make available.

The Ombudsman has adopted the [Open Government Licence](#) for public sector information. Under the Open Government Licence you are free to:

- copy, publish, distribute and transmit the information on our website (except for crests, logos and insignia)
- adapt the information
- exploit the information commercially and non-commercially.

You must attribute us as the source of the information

Not all information is covered by the Open Government Licence and you are advised to read the terms in full.

If you have any queries on this public task statement you may contact our Communications Team on 0800 377 7330 or through our website at <https://www.spsso.org.uk/communications-team-enquiries>.

This statement will be reviewed every four years.

## **Guidance on making re-use requests and complaints under the Re-use of Public Sector Information Regulations 2015**

You do not need to send a re-use request for information we publish. You can simply use the information subject to the terms of the [Open Government Licence](#). If our information is not published, refused under FOI, or is not available for re-use under the terms of the Open Government License, you have a right under the Re-use of Public Sector Information Regulations 2015 to make a request to re-use it (use it for a purpose different from the purpose for which it was initially held).

Examples of information that fall out with the scope of requests under the Re-use of Public Sector Information Regulations 2015 are:

- Information outside the scope of our public task
- Exempt information under FOI
- Personal data
- Third party copyright
- Crests, logos, insignia

## **Requests for re-use of information**

If you wish to apply to re-use our information under the Re-use of Public Sector Information Regulations 2015 please email us at [Inforequests@spsso.gsi.gov.uk](mailto:Inforequests@spsso.gsi.gov.uk) confirming your name and address. You must also state the requirements and purpose for which you intend to use the information. A response, including notification if there will be a charge for this information; will be given within 20 working days.

## **Charges**

If there is a charge for the information we will tell you. This will be limited to the marginal costs incurred in respect of the reproduction, provision and dissemination of

documents. If we do not hear from you within 20 working days of issuing a fees notice setting out the charge, we will assume you have withdrawn your request. There is no charge to re-use information downloaded from our website.

## **Complaints**

You have the right to complain if you think we are not complying with any aspect of the Re-use of Public Sector Information Regulations 2015, for example on issues of charging, what information falls within our public task, or how we handled your request. If you wish to do this please put your request in writing providing your full contact details, or email this to us at: [Inforequests@sps0.gsi.gov.uk](mailto:Inforequests@sps0.gsi.gov.uk) detailing the nature of your complaint and what you would like us to do in order to resolve it. We will respond in writing to you within 20 working days.

If we cannot resolve your complaint and you remain unhappy with our decision you can contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 0303 123 1113  
Email: [casework@ico.gsi.gov.uk](mailto:casework@ico.gsi.gov.uk)

The Information Commissioner will notify the Scottish Information Commissioner if the complaint relates to a Scottish public sector body and the Information Commissioner and the Scottish Information Commissioner may share relevant information.