

June 2023

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- Complaints Investigation Skills training

Our findings

Public service complaints

Statistics

This month we

- published 18 [decision reports](#)
- upheld eight complaints in full and three in part
- made 33 recommendations for learning and improvement

Findings published this month following investigation by the Ombudsman highlight the significance of dealing with a person's complaint empathetically. We also spotlight how a public body was able to resolve a complaint by taking steps to put things right. [Read more about the themes and trends from our findings.](#)

Case study: seeking early resolution

We consider from the outset, and throughout the life of a complaint, whether it can be resolved. [Read our latest case study](#) to find out how we achieved a significant outcome for a complainant without the need for a long or detailed investigation.



Scottish Welfare Fund reviews

Statistics

During May we

- responded to 75 enquiries
- made 64 decisions
 - 16 community care grants
 - 48 crisis grants
- upheld 50% of community care grants and 17% of crisis grants.
- signposted an additional 82 applicants to other sources of assistance. More than 78% of these were calling us instead of their local council in error, with some unable to contact their council as no Freephone number was in place.
- received nine calls from councils seeking advice.

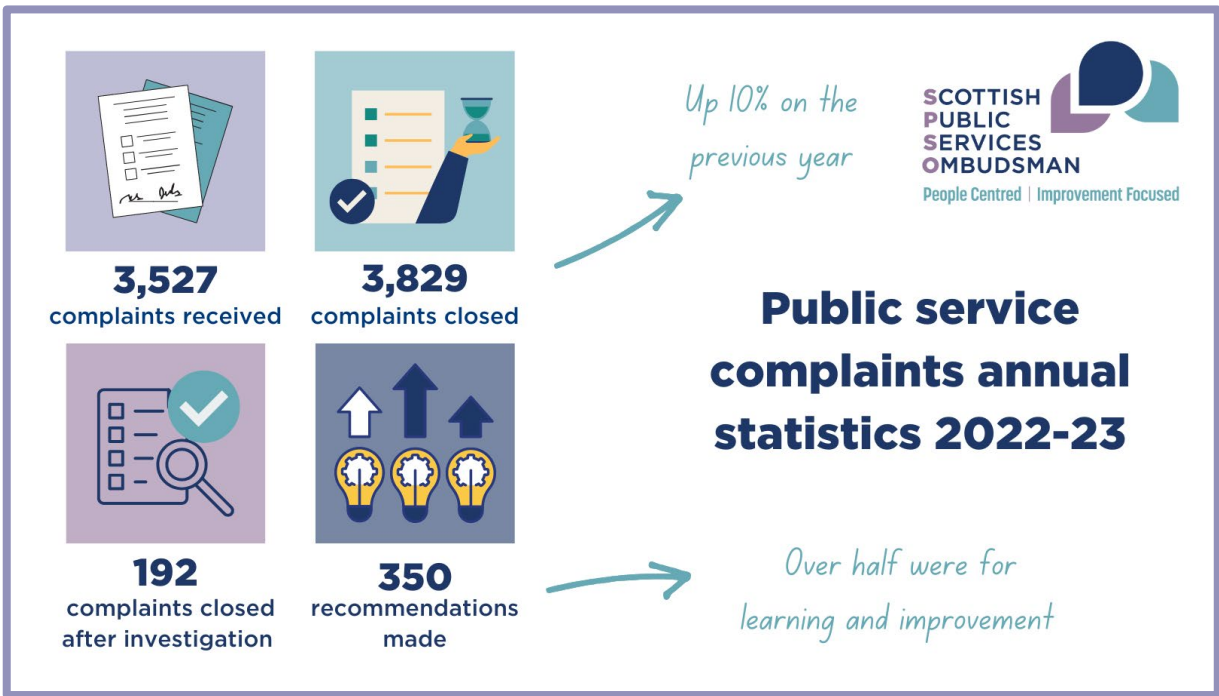
Stakeholder engagement

We raised recurring casework issues with two councils under level one of our [Support and Intervention Policy](#) in May. These concerned using incorrect refusal reasons for crisis grants, making insufficient enquiries and considering incorrect information. Both councils responded positively to advise that they had put measures in place to address these issues.

Case studies

We regularly update the [searchable directory on our website](#) with sample cases to share learning from our findings. This month we added two cases relating to medical conditions and how they can impact the assessed priority level for items awarded in community care grants. Follow the link to find out more!





We recently published our annual public service complaints statistics for 2022-23. These detail the enquiries and complaints we have received and determined in the past year.

[Read our recent article for a breakdown of complaints made about Scottish public sector and a link to the full data tables.](#)

Complaints Investigation Skills Training - August 2023



Our next round of Complaints Investigation Skills training will take place on the 28 and 29 August!

This trainer-led course is delivered online via Teams and is aimed at staff who investigate complaints at **stage 2** of the [Model Complaints Handling Procedure](#).

Places are filling up fast so be sure to head over to [our website and secure your spot!](#)

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