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## News | November 2023

### SPSO website survey



We want to know what people think of our website! What do you like? What could we do better? Your feedback will help us improve and create a website accessible for all. Our survey should only take 5-7 minutes to complete and we very much welcome your feedback.

[Take the survey.](#)

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### Public service complaints

This month the Ombudsman published 17 decision reports. The findings highlight the importance of taking a person-centred approach.

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

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## Scottish Welfare Fund reviews

This month we made 62 decisions. In one case study, we changed the council's decision on a community care grant relating to repairs to a private property.

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

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## SPSO Annual Report and Financial Statements 2022-23



We have laid our Annual Report for 2022—23 before the Scottish Parliament. This describes our performance in detail, setting out achievement against key performance indicators, and includes our corporate governance report and financial statements.

[Read more on our annual report](#)

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## SPSO Conference 2023



We had a fantastic turnout at our **SPSO Conference 2023: Supporting Good Complaints Handling in a Changing World**. Thank you to all the delegates, speakers and SPSO colleagues who engaged with the day and made it possible. We are already looking forward to the next one!

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For further information contact:

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