

News | June 2024



## Child Friendly Complaints Launch Event 16 July 2024



On July 16 2024, the United Nation Convention on the Rights of Children (UNCRC) (Incorporation)(Scotland) Act 2024 will make Scotland the first country in the UK, and the first devolved nation in the world, to directly incorporate the UNCRC into domestic law.

This Act ensures that children's rights are central to policy and decision-making, and that their needs are met by public service complaints procedures in Scotland. To support you, children using your services and the people who care for them, the SPSO has produced resources on taking a child friendly approach to complaint handling.

Join us at our launch event on **Tuesday 16 July 2024 at 10.30 am**, which will be hosted by Rosemary Agnew, the Scottish Public Services Ombudsman.

We will present our [Child Friendly Complaints Handling Principles](#) and [Child Friendly Complaints Handling Process Guidance](#) and provide an opportunity to ask any questions around the Child Friendly Complaints process.

[Reserve your spot!](#)

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## Public service complaints

### Decision reports

This month the Ombudsman published 11 decision reports. Six of these were about health services, one about health and social care and four about local government. Over half were upheld. The findings highlight the importance of trust and transparency.

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

### Investigation report

An investigation report detailing the care and treatment of a patient who died less than a year after being diagnosed with primary biliary cirrhosis has been published. We are recommending that the board arrange for an independent review of the gastroenterology department after we identified similar failings in care in a [previous report](#) about the same health board.

[Read our most recent investigation report.](#)

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## Scottish Welfare Fund reviews

Last month we made 79 decisions, 36 community care grants and 43 crisis grants. We also escalated a new issue through our Support and Intervention Policy.

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



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## New! Free training resources enhance support for those experiencing vulnerability

Free training resources designed to support organisations in identifying and helping those experiencing vulnerability are now available online through [our website](#).

The training materials, designed to be delivered as a workshop, have been produced by Professor Chris Gill (University of Glasgow) and Professor Naomi Creutzfeldt (University of Kent) in collaboration with expert practitioners from public service providers, advocacy bodies, and charities.

The workshop aims to equip participants with the skills and knowledge necessary to identify and support individuals who may be experiencing vulnerability.

[Find out more about this free resource.](#)



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