

News | August 2024



**COMPLAINTS
INVESTIGATION
SKILLS
TRAINING**

SCOTTISH
PUBLIC
SERVICES
OMBUDSMAN

LAST
REMAINING
SPACES

Are you involved in investigating complaints? Enhance your skills on our next [Complaints Investigation Skills course](#) – now with only a few spots remaining!

Our experienced trainers will guide you through each stage of the investigation process, from preparation to making and communicating decisions.

[Book now](#) for Tuesday 3 or Wednesday 4 September 2024.

Public service complaints

This month the Ombudsman published 14 decision reports all of which were upheld. The findings highlight the importance of accurate record keeping.

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

Scottish Welfare Fund reviews

Last month we made 57 decisions, 21 community care grants and 36 crisis grants. In recent weeks, we have changed a number of local authority decisions linked to the assessment of the qualifying condition concerning 'exceptional pressure'.

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

Consultation Response: Draft amendments to the National Care Service (Scotland) Bill

We recently responded to a call for evidence by the Health, Social Care and Sport Committee on draft amendments for the National Care Service (Scotland) Bill. We again highlight our concern that the current proposals for complaints within the bill will worsen an already complex landscape.

[Read our response here.](#)

Speak Up Week 2024

Our INWO team have an exciting programme of live events, articles and videos lined up for Speak Up Week running from 30 September – 4 October 2024.

Join us live online to hear leaders from across the NHS and INWO share their experiences and insights as they discuss how we can enable speaking up within the NHS in Scotland.

[Register on the INWO website.](#)

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