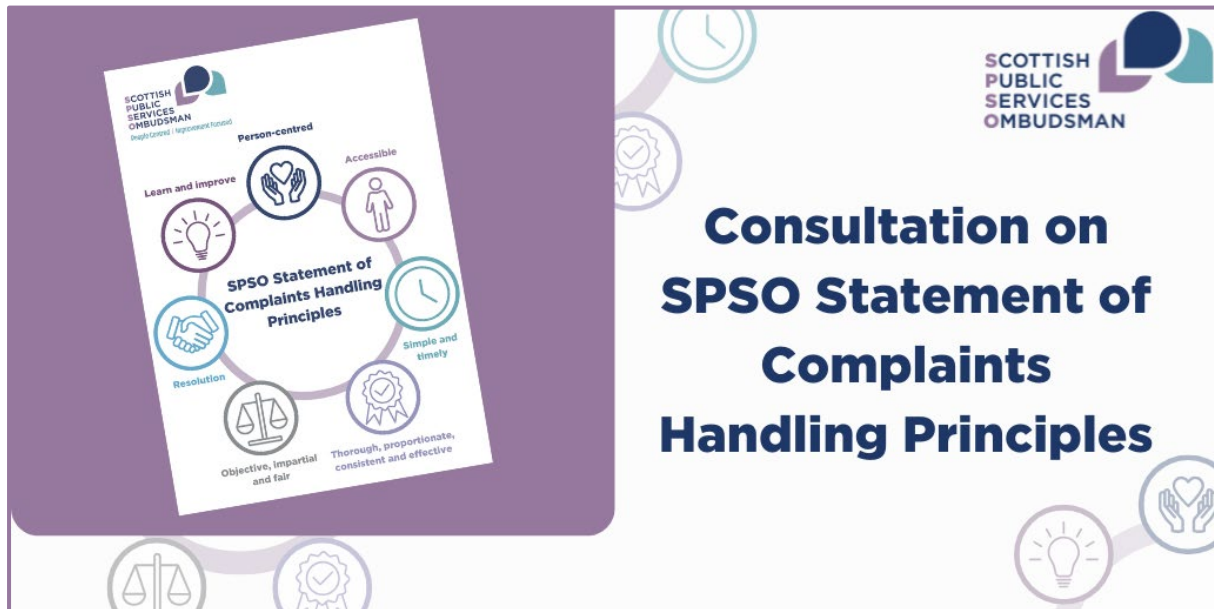


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Our consultation on the [updated SPSO Statement of Complaints Handling Principles](#) is now open and we are accepting responses until **Friday 31 January 2025**.

The purpose of this consultation is to ensure the language of the Complaints Handling Principles is clear and easy to understand.

The consultation is open to any organisation required to comply with the Principles. We would also like to hear from public service organisations that are not within our jurisdiction and from third sector organisations, especially those that work with public bodies or support service users.

Respond online using the button below or [download and complete a word version](#) and submit this to ise-standards@sps.gov.scot.

[Respond to the consultation](#)

Public service complaints

This month the Ombudsman published 10 decision reports. Eight of these were about health services and two about local government. We discuss three cases relating to complaints handling.

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

Scottish Welfare Fund reviews

Last month we made 55 decisions, 17 community care grants and 38 crisis grants. We also contacted a number of local authorities under our Support and Intervention Policy.

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

Scottish Welfare Fund news – the fund receives £20m funding boost

On 28 November 2024, the Scottish Government announced £20m of extra funding for local authorities to deliver the Scottish Welfare Fund.

This extra funding will reduce the risk of Local Authorities needing to apply the High Most Compelling (HMC) priority rating, which limits funding to individuals in severe crisis.

Our report about the HMC priority rating, published last month, highlights our concerns about the sustainability of the fund and the disproportionate impact on some applicants.

We hosted a panel discussion on 4 December 2024 with Scottish Government and Glasgow City Council to discuss the report from different perspectives.

Thank you to Munwar Hussain, Scottish Welfare Fund Manager at The Scottish Government, and Janice Timoney, Head of Customer and Business Services at Glasgow City Council for joining us!

[Read the report](#)

[Watch the webinar](#)



Scottish Parliament opens applications for next Ombudsman

The Scottish Parliament has advertised for a new Scottish Public Services Ombudsman (SPSO).

The current Ombudsman, Rosemary Agnew, will conclude her term in April 2025 after years of dedicated service.

Applications are now open for this role, which involves providing independent oversight of public service complaints and driving improvements in service delivery. Further details, including how to apply, can be found on the [Scottish Parliament's website](#).



As 2024 draws to a close, we wish everyone a peaceful festive season, and all the best for a happy and healthy New Year.

Festive opening hours

Closed from: 5pm, Tuesday 24 December 2024

Reopening: 9am, Friday 3 January 2025

Scottish Welfare Fund emergency service open: 27 - 31 December 2024

Please visit our website for more detailed information on opening hours:

- [Public service complaints](#)
 - [Scottish Welfare Fund applications](#)
 - [Whistleblowing complaints](#)
-

Communications team

Tel: 0131 240 2990

Email: communications@spsso.gov.scot

Assessment and Guidance team

Tel: 0800 377 733

Email: www.spsso.org.uk/contact-us