

News | February 2025



Does your role involve handling complaints?

We offer **three** online training courses to equip staff with the skills and confidence to manage complaints effectively.

- **New for 2025!** [Child Friendly Complaints Training](#) (self-paced, approx. 45 mins, £50pp)
Learn how to handle complaints from and involving children and young people in a way that is accessible and informative. Complete this course at your own pace.
- [Good Complaints Handling](#) (self-paced, approx. 45 mins, £45pp)
Aimed at staff handling complaints at stage 1 of the Model Complaints Handling Procedure (MCHP) or those looking to strengthen their complaints handling skills. Complete this course at your own pace.
- **Final spots remaining!** [Complaints Investigation Skills](#) (live, approx. 5 hours via MS Teams, £85pp)
Aimed at staff investigating complaints at stage 2 of the MCHP, this interactive session provides in-depth investigation techniques.

Final dates for 2024-25:

- Tue 4 March 2025 – **SOLD OUT**
- Wed 5 March 2025 – **limited spaces – book now!**

[Book your place](#)

Public service complaints

This month the Ombudsman published five decision reports and two investigation reports, all relating to health services.

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

Scottish Welfare Fund reviews

Last month we made 57 decisions, 30 community care grants and 27 crisis grants. We also received a few requests to reconsider our decision.

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

Independent National Whistleblowing Officer (INWO) e-bulletin

Interested in the work of the INWO? Sign up to our monthly e-bulletin to keep up to date on their latest findings.

[February's edition](#) discusses plans for Speak Up Week 2025 and a recent investigation report.

[Sign up](#)

