

News | January 2025



Child Friendly Complaints Training

We have launched an [online training course](#) to support public services handle complaints from, and involving, children and young people.

Designed for complaints handlers and frontline staff, the course shows how organisations can put children and young people's rights at the heart of the complaints process.

It was developed with input from children and young people to ensure it reflects their needs and experiences.

In addition, we have tools and resources to support complaints handlers, children and young people, and their parents and carers.

To register for the Child Friendly Complaints training and learn more, [visit our website](#) or click the button below.

[Book now](#)

Public service complaints

Decision reports

This month the Ombudsman published 10 decision reports, all relating to health services. We discuss two primary care cases.

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

Investigation report

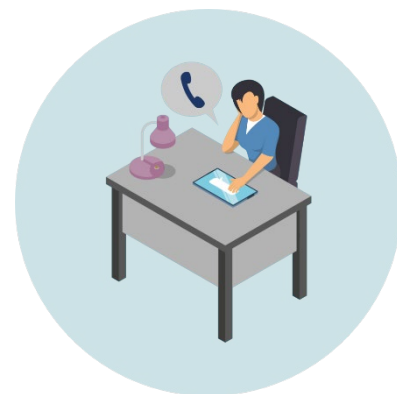
We have published an investigation report about a patient who did not receive appropriate wound care and treatment. We are recommending that the board review their wound management guidance and ensure that staff have received the relevant training.

[Read the report](#)

Scottish Welfare Fund reviews

Last month we made 52 decisions, 21 community care grants and 31 crisis grants.

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



Closing soon: Consultation on SPSO Statement of Complaints Handling Principles

Our consultation on the [updated SPSO Statement of Complaints Handling Principles](#) closes on **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, and reflects a changing service delivery landscape.

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

COMPLAINTS INVESTIGATION SKILLS TRAINING

Tuesday 4
March

Wednesday
5 March



Do you handle complaints in your organisation? Want to improve your investigation skills and ensure fair, thorough outcomes?

Book a spot on our SPSO accredited [Complaints Investigation Skills course](#).

This interactive course equips you with the knowledge to conduct robust investigations, ask the right questions, assess evidence, and make informed decisions.

The course costs £85 pp and lasts around 5 hours.

Spaces available on

- Tuesday 4 March 2025
- Wednesday 5 March 2025

[Book now](#)

Update your records: SPSO mailing address

Some post is still being sent to an old SPSO address. Help complainants reach us by checking and updating any customer-facing materials, such as web pages and leaflets, with the correct details:

SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

We also offer a Freepost option.



FREEPOST SPSO

(This is all that needs to be written – no stamp required)

Mail sent to any other address may not reach us!

Communications team

Tel: 0131 240 2990

Email: communications@sps.gov.scot

Assessment and Guidance team

Tel: 0800 377 733

Email: www.sps.gov.uk/contact-us