

News | March 2025

SPSO Launches New Interactive Complaints Map

We have launched the first phase of an interactive map. This shows the number of complaints closed in 2022—23 for each Local Authority area in Scotland across the sectors it oversees, mapped against measures of deprivation.

The map highlights the percentage of cases coming from the most deprived parts of Scotland according to the Scottish Index of Multiple Deprivation (SIMD). The SIMD ranks areas across Scotland from most to least deprived.

The aims of the map are to increase transparency, show patterns or trends in complaints and provide benchmarking information. It will enable us, and others, to identify areas and sectors where tailored support and guidance might be helpful.

[Find out more and view the map on our website](#)

Public service complaints

This month the Ombudsman published 20 decision reports. We discuss the impact of our recommendations.

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

Scottish Welfare Fund reviews

Last month we made 58 decisions, 20 community care grants and 38 crisis grants. We changed several decisions as local authorities did not make sufficient enquiries to arrive at a robust decision.

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

SAVE THE DATE!



SPSO Conference

Wednesday 19
November 2025

More details coming soon...

SPSO complaints handling training

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)
- **[Good Complaints Handling](#)** (self-paced, approx. 45 mins, £40pp)
- **[Complaints Investigation Skills](#)** (live, approx. 5 hours via MS Teams, £85pp)

[Book your place](#)

Invitation to tender for accountant services

We are inviting tenders for the provision of accountant services. The finance team within the SPSO provide financial processing services through a shared service agreement for other Scottish Parliamentary Corporate Body-funded office-holders.

For more details, please see our [invitation to tender](#).