

## News | October 2024

Monday 2  
December

Tuesday 3  
December

### COMPLAINTS INVESTIGATION SKILLS TRAINING



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

Book a spot on our next [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.

Next available dates

- Monday 2 December 2024
- Tuesday 3 December 2024

[Book now](#)

## Public service complaints

This month the Ombudsman published 12 decision reports. Nine of these were about health services, one about health and social care and two about local government. We discuss two cases relating to end-of-life care.

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

## Scottish Welfare Fund reviews

Last month we made 40 decisions, 19 community care grants and 21 crisis grants. We also welcomed 27 attendees from councils and the Scottish Government to our local authority sounding board.

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



Thank you to everyone who supported Speak Up Week 2024! It was a fantastic week of events for our INWO team focused on promoting a culture of speaking up within the NHS in Scotland.

The INWO team hosted three live events and shared videos exploring key themes such as leadership's role in speaking up, access to the whistleblowing process, psychological safety, and the lived experiences of whistleblowers. You can catch up on anything you missed on our [Speak Up Week 2024 webpage](#).

Interested in the work of the INWO? [Sign up to receive their monthly ebulletin.](#)

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## Public Sector Complaints Scotland Conference

Hear from the Scottish Public Services Ombudsman, Rosemary Agnew, as keynote speaker at the Public Sector Complaints Scotland Conference on Thursday 31 October 2024.

Rosemary will discuss the next steps for driving improvement in complaint handling and share insights on embedding learning and improvement at the heart of the complaints process. She will be joined by Josh Barnham, Improvement, Standards and Engagement Reviewing Officer, who is speaking about Child Friendly Complaints.



[Read the full agenda and book your place.](#)

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