

News | September 2024



Are you involved in handling complaints at stage 1 of the Model Complaints Handling Procedure (MCHP)? Or just looking to enhance your knowledge in complaints handling? Enhance your skills with our [Good Complaints Handling course](#).

This self-guided, 45-minute online course includes interactive content and covers:

- Defining complaints according to the MCHP
- Complaint outcomes, responses, and record-keeping
- Making good apologies
- Managing difficult behaviour

Complete the course and pass the quiz to earn an SPSO accredited certificate, valid for two years.

[Book now](#)

Public service complaints

This month the Ombudsman published 12 decision reports. The findings highlight the importance of good communication in healthcare.

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

Scottish Welfare Fund reviews

Last month we made 55 decisions, 16 community care grants and 39 crisis grants. In recent weeks, we have changed a number of decisions where we assessed that the awards made by the council did not adequately meet the applicant's needs.

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



30 Sept - 4 October 2024



Enabling Speaking Up Speak Up Week 2024

Our Independent National Whistleblowing Officer team have launched their programme of events for Speak Up Week running from 30 September – 4 October 2024.

It will feature events and activities supporting healthcare workers in Scotland to speak up and improve patient safety.

Throughout the week, senior NHS leaders will take part in live, interactive discussions exploring how to enable and support all healthcare workers to speak up confidently and safely when they spot a patient safety issue.

A video interview with a whistleblower and speak up guardian will highlight the importance of a positive speak up culture by reflecting on their experience and learning from more negative aspects of speaking up. An interview with a GP Practice Manger will explore the challenges of whistleblowing in primary care.

[Read more on Speak Up Week](#)

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

We are hiring!

Are you interested joining an organisation that enjoys challenge and strives for continuous improvement?

We are recruiting for

- [Improvement, Standards and Engagement Team Assistant](#)
- [Assessment and Guidance Team Assistant](#)



These vacancies close at 14:00 on 19 September 2024.

To keep up to date with our latest vacancies, follow us on [X](#) or [LinkedIn](#).

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