

News | July 2024



Child Friendly Complaints



On July 16 2024, the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024, made Scotland the first country in the UK to directly incorporate the UNCRC into domestic law.

To celebrate this milestone, we hosted an online webinar to launch our [Child Friendly Complaints Handling Principles](#) and [Process Guidance](#). This guidance aims to support Scottish public services in handling complaints in a way that promotes and upholds children's rights under the UNCRC.

Thank you to all 450+ webinar attendees for celebrating with us. We are currently preparing an FAQ document in response to all the questions raised at the event.

In the meantime, and in case you missed it, you can watch a recording of the webinar on our [Child Friendly Complaints webpage](#).

Public service complaints

This month the Ombudsman published 11 decision reports. Nine about health services, one about health and social care and one about local government. Two of these cases relate to kinship care.

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

Scottish Welfare Fund reviews

Last month we made 59 decisions, 26 community care grants and 33 crisis grants. We also provided feedback on a case where we assessed the council had failed to make insufficient enquiries in order to reach a decision.

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

Complaints Investigation Skills training

Want to brush up on your investigation skills? Our online trainer-led [Complaints Investigation Skills course](#) is aimed at staff who investigate complaints at stage 2 of the [Model Complaints Handling Procedure](#). See what previous delegates have to say!



Our next available sessions are Tuesday 3 and Wednesday 4 September. Spaces are filling up fast – [book your spot now!](#)

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