

## News | May 2024

### Public service complaints statistics 2023-24 published



We have published our 2023—24 statistics for public services complaints. We received a total of **4,686** complaints; an increase of **33%** from the previous year. Nearly two-thirds were about the health sector (33%) and local authorities (30%).

[Read more about our recent complaint statistics.](#)

---

## Public service complaints

### Decision reports

This month the Ombudsman published 18 decision reports. The findings highlight the importance of learning from complaints.

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

## Investigation report

The Ombudsman has also published an investigation report which details the care and treatment of a patient who died suddenly from a blood clot following knee surgery.

[Read our most recent investigation report.](#)

---

## Scottish Welfare Fund reviews

Last month we made 72 decisions, 30 community care grants and 42 crisis grants. We highlight cases where the council should have treated two crisis grant applications from the same person as one period of crisis.

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



---

## Independent National Whistleblowing Officer report



This month the Independent National Whistleblowing Officer (INWO) published a report relating to how an NHS Board managed the risks arising from alleged bullying behaviours. The INWO investigated two issues, both of which were upheld.

[Read the report on the INWO website.](#)

---

### Communications team

Tel: 0131 240 2990

Email: [communications@spsso.gov.scot](mailto:communications@spsso.gov.scot)

### Assessment and Guidance team

Tel: 0800 377 733

Email: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)