



Complaints Handling Report 2 (April - June 2021 Q1 2021/22)

In accordance with the powers and duties given to the Scottish Public Services Ombudsman under the Scottish Public Services Ombudsman Act 2002 the Scottish Courts and Tribunals Service has adopted the Scottish Public Services' Ombudsman's (SPSO) Model Complaints Handling Procedure (MCHP) which standardises and streamlines complaints handling procedures for the public sector in Scotland.

Some of the key elements of the procedure include:

- A two-stage process where complaints are resolved as close to the frontline as possible
- Frontline resolution of complaints within five working days
- An investigation stage of 20 working days, which provides a final decision
- Recording of all complaints
- Active learning from complaints through reporting and publicising complaints information

Following revision of the MCHP in 2019/20 organisations are required to record all complaints and report quarterly to their Executive Team on 5 mandatory key performance indicators and to publish an annual report. SCTS has decided to make its quarterly reports available to the public in addition to the annual report.

This quarterly report covers the period 1 April to 30 June 2021 (Q1 of 2021/22) and reports only on complaints in relation to matters falling within the responsibilities of the SCTS which were received and/or concluded within this period.

As this is only the second of the quarterly reports, comparison against previous performance statistics will be more informative based on annual figures and SCTS will publish its first full annual report on its complaint handling at the end of the 2021/22 financial year, in line with SPSO guidance.

Complaints received within one quarter do not equate with those fully dealt with during the same quarter (e.g. complaints received in June may not conclude until July).

Complaints received (SPSO KPI 2)	39 over 17 business areas
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Outcome of complaints at each stage (SPSO KPI 5)

	Not upheld	% of complaints dealt with at that stage	Upheld	% of complaints dealt with at that stage	Partially upheld	% of complaints dealt with at that stage	Resolved	% of complaints dealt with at that stage
Frontline response	8	32%	5	20%	4	16%	8	32%
Investigation stage	3	27%	1	9%	6	55%	1	9%
Escalated Complaints	3	75%	0	0	1	25%	0	0

A new outcome of “resolved” was introduced as part of the revised MCHP and continues to be in.

Learning from complaints (SPSO KPI 1)

Of the 17 complaints upheld/partially upheld during this period, human error was identified as the cause in all cases - ranging from delays, administrative errors and communication delays/errors - with reminders issued to staff to avoid re-occurrence.

Number and percentage closed in full within set timescales of 5 or 20 working days (SPSO KPI 3)

The MCHP sets out the time periods for responses to complaints:

- Frontline response: 5 working days
- Investigation stage: 20 working days

Where complainants are dissatisfied with frontline responses they can request that the complaint is escalated to the investigation stage. Complaints escalated are recorded only once in numbers received but responses issued at each stage are recorded individually.

	Number on time	Number late	% on time
Frontline response	22	3	88%
Investigation stage	9	2	82%
Escalated to investigation stage	3	1	75%

Average times for responses (SPSO KPI 4)

It should be noted that the types of complaints and the amount of investigation required, impacts on the time to respond. On average, prescribed timescales were met at each stage.

	Average number of working days to respond
Frontline response	3 <i>(target = 5 working days)</i>
Investigation stage	15 <i>(target = 20 working days)</i>
Escalated to investigation stage	10 <i>(target = 20 working days)</i>

Enquiries in relation to this report can be directed to: correspondence@scotcourts.gov.uk