



## Complaints summary

1<sup>st</sup> April 2022-31<sup>st</sup> March 2023

### Introduction

National Galleries of Scotland has a documented [complaints handling procedure](#). This summary report covers one year from 1 April 2022-31 March 2023. Complaints data is prepared quarterly for our senior management teams to take note of and action where applicable. Trends noted through the year along with resulting actions are summarised. Key Performance Indicator statistics adhering to the four indicators specified by the Scottish Public Services Ombudsman are provided.

### Complaint trends and actions

Throughout the 2022-2023 year, many complaints were for single issues and there were few complaints with enough instances to identify trends. Those that were identified are noted below with resulting actions.

- A number of Friends told us they were being charged for their tickets while using our online ticket system for paid exhibitions. These complaints were all resolved and were being caused by the use of separate logins for our membership system and our main website. We are currently rebuilding our website with the main website login being removed which will hopefully resolve future issues. In the interim period we are communicating clearly with Friends how to book their tickets.
- A few visitors told us they were unhappy when we trialled a different type of shop in the Modern One Foyer. While this pop-up shop was operating, the main shop was closed to visitors. Soon afterwards we completed the trial and moved the shop back into the space it previously occupied and visitors can shop there once again.
- A small number of complaints were received with regards to the name “Sackler” being visible within one of our buildings. Responses were sent at the time noting the future removal of the name.

## Complaints KPIs

We track complaints volumes and response times against four key indicators as noted below. The indicators are [defined by the Scottish Public Services Ombudsman](#).

### Indicator 1: Total number of complaints received

- In total, 129 complaints were received either at Stage 1 or Direct to Stage 2. Many of these were resolved in person by our public-facing teams though the details were recorded as Stage 1 complaints.

### Indicator 2: The number and percentage of complaints at each stage that were closed in full within set timescales of 5 or 20 days

- Number of **Stage 1** complaints: 121  
Number of complaints closed within 5 day response time: 118  
Percentage closed within 5 day response time: 97.5%
- Number of complaints **Progressed to Stage 2**: 4  
Number of progressed complaints closed within 20 days of escalation: 4  
Percentage closed within 20 day response time: 100%
- Number of complaints **Direct to Stage 2**: 8  
Number of direct to Stage 2 complaints closed within 20 days of receipt: 7  
Percentage closed within 20 day response time: 87.5%

### Indicator 3: The average time for a full response at each stage

- **Stage 1**: 3.5 days
- **Progressed to Stage 2**: 19.3 days
- **Direct to Stage 2**: 20 days

### Indicator 4: The outcome of complaints at each stage

- **Stage 1**
  - Upheld: 6
  - Partially upheld: 0
  - Not upheld: 0

- Resolved: 115
- **Progressed to Stage 2**
  - Upheld: 0
  - Partially upheld: 0
  - Not upheld: 0
  - Resolved: 4
- **Direct to Stage 2**
  - Upheld: 1
  - Partially upheld: 0
  - Not upheld: 0
  - Resolved: 7