

Date: 06/07/2026
Our Ref: 11560
Enquiries to loth.freedomofinformation@nhs.scot

Dear

FREEDOM OF INFORMATION – SPSO FILE TRANSFER

I write in response to your request for information in relation to transfer of patient files to the SPSO from NHS Lothian.

Question:

1. I am requesting a copy of the Standard Operating Procedure (SOP) or written policy governing how NHS Lothian transfers information and patient data to the Scottish Public Services Ombudsman (SPSO).

Answer:

I apologise that your initial request on 10 March 2026 was not recognised and processed as a Freedom of Information request as it should have been, and that the SOP, used by the Patient Experience Team, was not initially provided. I have now enclosed this document.

As this is an internal procedure document, it includes staff names and internal email addresses, which I have redacted from the enclosed copy. Since we do not have their consent to release their personal data, the information is exempt under section 38 of the Freedom of Information (Scotland) Act 2002 as to provide it would breach the principles of the Data Protection Act 2018.

Question:

2. Which specific role, title, or department within NHS Lothian holds the administrative responsibility for extracting electronic health records from internal systems and uploading them to the Objective Connect workspace?

Answer:

The Health Records Subject Access Request Team upload the documents to the Objective Connect system.

Question:

2. What recorded internal verification protocol, check-list, or audit mechanism is mandated to ensure that the files uploaded to Objective Connect represent a complete, unaltered technical record (including systemic metadata) rather than a selective subset?

Answer:

The Patient Experience Team upload the complaints record using Objective Connect. They liaise with the Health Records Team who upload the health records. The process for this is included in the enclosed SOP.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI>

Yours sincerely

ALISON MACDONALD
Executive Director of Nursing Midwifery and AHPs
Cc: Chief Executive

NHS Lothian

Patient Experience Team

Standard Operating Procedure

SPSO

SOP Number:	PET SPSO	Date of Issue:	02.07.2020	Written by:	██████████
Supersedes:	N/A	Revision Date:		Approved by:	
Updated	04.08.2022	██████████ added to ██████████ for PD/FD Email address updated from legal to SARteam			██████████
Updated	19/08/2022	PCCO contacts updated			██████████
Updated	05/10.2022	Weekly Report section updated			██████████
Updated	24.11.2022	GP related SPSO reports, updated from enquiry to feedback.			██████████
Updated	21.02.2023	All correspondence to be sent to HoPE, PETM, TLs and CO			██████████
Updated	13.09.2023	██████████ to be added to all health record requests			██████████
Updated	06.11.2023	Adding how to send Complaint files to SPSO			██████████
Updated	24 January 2024	New SPSO Status – Complaint under consideration		██████████	██████████
Updated	24.01.2024	Objective Connect			██████████
Updated	13.03.2024	Medical Records		██████████ ██████████	██████████
Updated	20.03.2024	Parliament/Investigation Report			██████████
Updated	02.05.2024	Reas medical records email added			██████████
Updated	27.06.2024	Updated SOP, added CO Tasks, Service Responsibility			██████████
Updated	24.07.2024	Updated SOP, added CO Tasks, Service Responsibility			██████████ ██████████
Updated	08.08.2024	Updated SOP and admin responsibilities			██████████ ██████████
Updated	09.04.2025	██████████ removed and ██████████ added to IC			██████████
Updated	28.05.2025	Updated SOP and admin responsibilities			██████████
Updated	25.02.2026	SPS medical records request from SPSO			██████████

Updated	17.03.2026	New Dental Contacts for Dental SAR			

Object

To provide guidance around adding SPSO cases to Datix files for both PET Admin and Complaints Officers (CO).

Procedures

When correspondence is received by PET from the SPSO, regardless of the ask/ outcome this should be added into the Datix file that this relates to and logged via the SPSO tab. A copy of the communication received is sent via feedback message (FM) to the Patient Experience Team Associate Nurse Director (AND), Patient Experience Team Manager (TM), Complaints and Feedback Team Leader (TL) and the relevant CO.

PET Admin assess the nature of the correspondence and identify what is required i.e.

**** PET Admin – Please consider the following when assessing any correspondence received as some cases will be multi-service (more than one service have contributed to the complaint response). In order to ensure that any new correspondence is shared with all relevant services at the earliest opportunity the FM should be sent to all services involved. If this is not clear following review of the file please liaise with the CO or TL for support and guidance.****

1. SPSO Status – Complaint Under Consideration- Admin Tasks

SPSO has contacted PET to advise they are considering a complaint and have not requested any information from PET. This is recorded as a closed case and will not be included in open case figures.

- Open the SPSO tab
- Update “Have we been contacted by SPSO” with yes
- Enter the Date of Request
- Enter the SPSO reference number
- Select from the SPSO Status – Complaint Under Consideration
- Add narrative to text field
- Input Date in SPSO Closed date field
- Inform the Service, AND, TM, TL and CO via FM that this will be recorded but not reported as an open case

If SPSO subsequently advise that they are not taking this forward, the date of request and the SPSO closed date are updated - SPSO Status is changed to not taken forward.*

****If SPSO request further information for Pre-Investigation, the Date of Request is changed, the SPSO Status changed, and the closed date removed. ****

2 . SPSO (Not Taken Forward) - Admin Tasks

- Check there are no recommendations/requests/actions from SPSO
- If there are, add actions and send to Service(s)/CO - **Admin to ensure the file is closed once these are completed.**
- Add docs to Datix

- Complete SPSO tab with - Yes - date - ref no - closed date
- SPSO Status – Not taken forward
- Send FM to **Service, AND, TM, TL and CO** (advising SPSO not taking this forward - NFA required)
- If unsure who send this to ask the CO for assistance
- Update notepad
- **ADD CLOSED DATE TO SPSO TAB**

2a. SPSO review - request to reinvestigate

- When the SPSO asks the service to re investigate
- Update the Status on the drop-down box
- Add closed date to SPSO tab and decision letter
- The CO will re-open the record and action

3. SPSO (Pre / Notification of Investigation, Request for Information) - Admin Tasks

- Add docs to Datix
- Letter will state - The Ombudsman has received a complaint from the above - named about your organisation, they will request information and give a timescale for responding
- Complete SPSO Status on SPSO tab – Pre-Investigation Request or Notification of Investigation depending on whether the SPSO have stated they are investigating or ‘before we decide whether or not to take this forward, please provide...’ or ‘whether, or to what extent...’
- Prepare complaint file **(if requested)**
- SPSO Medical records - Add new action with date due to SPSO ****please refer to no 4 for further actions****
- Merge reflective learning document **(if requested)**
- Add note to notepad stating actions have been taken i.e., what has been received, what actions have been done
- Send FM to Service(s) (copying in AND, TM, TL and CO stating this is for info only) with a timeline of replying to PET **1 week** before the due date to the SPSO - suggested wording

“Pre-Investigation request received from the SPSO in which they have asked for the complaint file, medical records, policies and procedures by 06.08.2025.

*If there are any medical records held locally that are to be shared, **do not** upload these to the Datix file, please send to PET via email (loth.feedback@nhs.scot) who will issue to the SPSO.*

Are there any specific policies or protocols that relate to the case? if so. please upload these to the file and advise PET by 30.07.2025 to allow these to be sent. If there are no specific policies to be sent, please also confirm this to PET by 30.07.2025. If there are any further comments you wish to make, please provide these to PET by 30.07.2025 or confirm that you have nothing further to add. This will allow PET time to review and collate a response to the SPSO the due date. – AND, TM, TL & CO copied in for info only at this time” Many thanks

- If any responses are received via feedback mailbox, please move to complex folder and mark for review by relevant CO

- Actions for complaint file and medical records can be closed when issued but leave SPSO due date action re. comments requested from service as this is closed by the CO when the requested info is sent.
- If unsure who to send this request to please seek guidance from relevant CO

Complaints Officer Tasks

- Discuss any new requests for information received with the service at the weekly service meeting
- If there is any specific information being requested/ questions being asked, response to be drafted by CO and send to service for review/ validation
- Following full validation, send to AND for approval and signature
- Final signed response to be sent to the SPSO via email (by admin) and copy uploaded to file, SPSO action tab to be completed by CO and SPSO closed date to be added – the SPSO closed date can be removed if/when further action is required

Service Responsibilities

- To provide any additional information, comments or evidence to support request for information to PET within the agreed timescale.

4. Request for medical records - Admin Tasks

Medical Records Team no longer need a covering letter as they are now using the same electronic system, we use to transfer the medical records

- SPSO request letter and SPSO Medical Records Notification Request Form to be sent to legal services team to advise they should provide SPSO with medical records (**if medical records requested**)
- The below text should be sent to the SAR (health records) team- please copy and paste as FM and update sections in red text below:

*“Hi, PET has received a request from the SPSO for, medical records, as outlined in the attached SPSO request letter **INSERT NAME, ADDRESS and DOB.***

*We have contacted the SPSO to set up an OC workspace for these and the complaint file. The SAR Team will automatically get invite to the OC Workspace from SPSO to allow medical files to be uploaded. Due date to SPSO **INSERT DATE.***

*Please send email confirmation to PET when these have been sent to allow us to complete necessary actions on Datix.
Many thanks”*

**** If there are delays in medical records being sent to the SPSO by the due date, please ensure that an appropriate chaser is sent with a clear message – suggested wording....**

*“ Hi SAR team, can you please provide an update regarding the medical records request sent on xxx for **INSERT NAME, ADDRESS and DOB.** as this is now overdue XXXX. Many thanks – service/CO copied in for info only” ***

- Send via feedback to [REDACTED], [REDACTED] copy in contacts -
- [REDACTED]
- Add the above contacts as investigators.
- Add actions to SPSO tab i.e. medical records due by - new request for information – Service comments due - Comments due to SPSO

****Please note that [REDACTED] [REDACTED] should be included in all requests for medical records received for the following locations:**

Royal Edinburgh Hospital (MH)

Astley Ainslie Hospital

ELCH - MH and acute/physio

Midlothian Community Hospital

Also, within the REH we have a lot of outlying clinics/community, that hold records.

HMP Medical Records

- HMPE/A records are held within the Prison
- PET admin will request records from HMPE/A [REDACTED], REAS, and request the link from SPSO to add the files to

[REDACTED]
[REDACTED]

Hi, please see the pre-investigation request from SPSO. Complaint file will be sent by PET admin. Could you please arrange for a copy of **[patient name]**'s medical records to be scanned and emailed to **loth.feedback@nhs.scot**

Please ensure the medical and nursing records are:

- Combined into a single PDF document
- In chronological order
- Clearly labelled and easy to navigate

Do not post the records to PET. PET admin will upload the file/s to Objective Connect once received, due date to SPSO by XXXX

HMP to SPSO email

Good morning

Thank you for your email received with attachments by the Patient Experience Team. I am writing to confirm we have received this.

In the meantime, can I ask you to provide an invitation link to Objective Connect to be sent to loth.feedback@nhs.scot, We will upload a copy of the complaint file, and the medical records when received from the Prison healthcare team.

Thank you

Kind regards

Xxxxx

Administrative Support Officer

District Nursing:

[REDACTED] – Edinburgh

[REDACTED] – Midlothian

LUCS

records are supplied by [REDACTED]. Other contacts are :
LUCS Clinical Director - [REDACTED], LUCS Associate Director -
[REDACTED]

5. Dental Records

- Dental records are requested from [REDACTED]
[REDACTED]

6. SPSO Providing update/Advising of Delay/Extension requests - Admin Tasks

- Acknowledge by email to SPSO confirming receipt of correspondence
- Add email and any attachments to documents
- Send FM to Service with email/ correspondence attached
- Send FM to **AND, TM, TL and CO** for information
- Update notepad with actions taken
- If an extension is requested (via the feedback inbox) from the service, add to file and send FM to CO for CO to action
- If SPSO respond directly to CO, the CO will update the file with the agreed extension date and also update date in the SPSO tab
- If the SPSO agreed extension email is received via the feedback mailbox, admin will add to file, update the date in SPSO action tab and send FM informing the CO

Complaints Officer Tasks

- If an extension is requested by the service to allow more time to respond, contact named Complaints Reviewer via email to request an extension (10 working days is the norm, any additional time would require approval by the SPSO Complaints Reviewer TL)
- If an email confirming the agreed extension is received directly from the SPSO to CO's personal mailbox they will update the SPSO action tab with the new due date
** if a 2nd extension is requested by the service as they are unable to make 1st extended deadline, CO to escalate to TL to discuss with AND**

Service Responsibility

- If an extension is required by the service, CO to be advised of this at the earliest opportunity to allow request for extension to be submitted to the SPSO in a timely manner

7. SPSO (Provisional Decision) - Admin Tasks

- Add docs to Datix
- Complete SPSO tab – do not add closed date
- SPSO Status – Provisional Decision Letter
- Add action for comments due to PET (1/2 weeks before SPSO)

- Add action for comments due to SPSO
- If unsure who to send this to ask CO for assistance
- Send FM to Service – suggested text ***“Please see attached provisional decision letter from SPSO. Please provide any comments on factual inaccuracies to PET by due date (2 weeks before SPSO return date)”***
- Send FM to **AND, TM, TL and CO** for information
- Update notepad
- When CMT respond add notes to notepad, send FM to Complaints Officer

Complaints Officer Tasks

- Discuss any new provisional decision received with the service at the weekly service meeting
- If there are no factual inaccuracies noted, email the SPSO to confirm
- If any factual inaccuracies are identified by the service, response to be drafted by CO and send to service for review/ validation
- Following full validation, send to AND for approval and signature
- Final signed response to be sent to the SPSO via email by admin and copy uploaded to file, ***Admin please ensure the email correspondence with instruction from [REDACTED] is also uploaded to the file as evidence as well as a copy of the signed response letter****
- SPSO action tab to be completed by CO and await final decision

Service Responsibilities

- To highlight any factual inaccuracies within the draft response asap and provide any additional comments they may wish to make to PET within the agreed timescale

8. SPSO (Final Decision Letter) - Admin Tasks

- Add final decision(s) letter to Datix
- SPSO Status – Decision Letter
- **In SPSO tab add date received in ‘Decision Letter’ section**
- Inform Service that PET has now received the final decision report and advise of any recommendations or ‘points to note’ and advise requested info should be returned two weeks before due to SPSO
- Send FM to **AND, TM, TL and CO** for information
- If there are any recommendations noted, list these as separate new actions –with due date to SPSO and PET
- Apology letters are written by CO, reviewed by TL and TM before being sent to the AND for signing by an Executive Director ***do not ask service to provide these* - admin please ensure the email correspondence with instruction from [REDACTED] is also uploaded to the file as evidence as well as a copy of the signed response letter****
- CO will send [SPSO recommendations response](#) letter to AND for signature as required by the deadline set out by the SPSO
- Once complete, Admin to add this letter to the file and send FM to CO “letter uploaded and posted by admin, file ready for final checks and closing* - **admin please ensure the email correspondence with instruction from [REDACTED] is also uploaded to the file as evidence as well as a copy of the signed response letter****
- **Please check that all linked files are closed and inform CO that they have been closed**
- **CO will check file and add closed date to SPSO tab**
- Suggested wording - ***“Hi please see attached email from SPSO confirming that this***

- **case can now be closed, (enter Datix numbers of cases linked to the file)is linked to this case it was closed onor I have closed today. Please complete final checks and close. Thank you”**

Complaints Officer Tasks

- Discuss any new final decision letters received with the service at the weekly meeting
- If an apology letter is required, CO to draft letter and discuss with TL, this is then sent for review to TM who will then send on to AND for final review and progress to an Executive Director for signature
- Following receipt of signed apology letter AND/TM adds a copy of this to Datix file and issues the letter within the required timescale, a copy is also sent the SPSO for info
- SPSO tab to be closed/ completed
- If there are any additional recommendations, CO discusses these with the service at the weekly meeting and manages status of actions as required
- CO prepares response to update the SPSO on the progress of the recommendations within the required timescale, sends to the service for validation before forwarding to AND for signature when recommendation(s) have been completed **if applicable please ensure that the wording on the final letter states that the file will be closed as a result of the final recommendation being completed**
- Once final letter has been issued, update the SPSO action tab to completed, and once final checks are made to ensure all recommendations are complete, the SPSO closed date can be added

Service Responsibilities

- To provide any additional comments and evidence to support completion of recommendations
- to PET within the agreed timescale

9. GP (Independent Contractors) related SPSO reports – Admin Tasks

- Added to Datix as new file
- ISD not required
- Logged as feedback do not log as complaint (this was previously enquiry, for reporting purposes both feedback and enquiry will need to be captured in report)
- Minor
- Patient Experience Team
- Subject – leave blank
- Division - Family Health Services (Complaints only) then locate the GP Surgery
- Files [REDACTED] have been logged previously for reference
- Add final decision letter to Datix and all other correspondence
- SPSO Status – Decision Letter or Not Taken forward
- In SPSO tab add date received in ‘Decision Letter’ section
- Add closed date to SPSO tab
- Suggested text – “Hi PET has now received the final decision report for (enter practice name) and advise if upheld, not upheld and if there any recommendations, points to note etc follow the process as for Decision letter section above “
- Send feedback to **AND, TM, TL and CO** for information
- For GP SPSO cases send to [REDACTED]

- & [REDACTED] - add as investigators
- For Dental/Optician and Pharmacy SPSO cases send to [REDACTED]
[REDACTED] - add as investigators

10. Sending complaint file to SPSO via courier/or recorded delivery – Admin Tasks

(Only follow below – if Objective Connect is not available)

- The complaint file will be printed by admin (details of how to do this is below)
- Add cover letter for SPSO
- Admin will arrange a courier for these
- Print off a courier form, look in the Signed Courier Forms folder to remind you how to complete.
- [REDACTED] should countersign this, and this form should be scanned into the Datix record also.
- Courier form to be saved in SPSO folder with date and Datix number
- The form is then handed to reception with the pack.
- Update actions or close

11. Medical records to SPSO – Admin Tasks

(Only follow below – if Objective Connect is not available)

- PET admin team will advise SAR team of the date that the records are required by the SPSO.
- Set action date in Datix
- Merge Letter in Datix (SPSO medical records)
- Add the SPSO case reference number
- Add the name of SPSO reviewer who the records should be sent to
- Add the name of the complainant and the patient who the records pertain to (if different)
- PET admin team upload the SPSO request letter and cover letter to the feedback message
- When the records are ready the Team Leaders in SAR team will add the date on the cover note document and print it off to send with records.
- SAR team will then let PET know via Datix feedback when records are sent, and admin will close off action.
- SAR team will send records to SPSO in their delivery van.

12. When all recommendations have been completed and SPSO notify us off this- Admin task

- Send FM to CO to inform them, CO will complete final checks of file and add closed date
- NFA required

13. Completed action in inbox – Admin task

- An action has been completed. The details are due date: xxxxx, Description: Medical Records to PET
- NFA required – tick completed

Other requests that will require action

14. SPSO SAR Request

Data Protection Legislation - I am writing to advise you that the above-named complainant has requested copies of documents from the SPSO file on their complaint reference We are dealing with this as a subject access request under the Data Protection Legislation and would be very grateful for your assistance with this request.

- Add email to Datix file
- Add action to SPSO tab - [SAR Documents Review for SPSO](#)
- Send feedback to AND, TM, TL, CO's and Service(s) – suggested wording *“Hi, please see attached email from SPSO, SAR review of docs, please review and provide comments by xxx”*
- Add notes to notepad
- Update actions or close

15. Printing file from Datix – Admin Tasks

(Only follow below – if Objective Connect is not available)

- Open Datix record
- Select print
- It will open a box make sure all are ticked
- Print
- Go to documents
- Save all docs from Datix in to a file in your drive
- Tick on print file to save the full file and save to folder under documents to check you have printed them all
- send to SPSO with cover letter, via courier or recorded delivery

16. Sending Complaint files to SPSO via Objective Connect – Admin Tasks

To submit a complaints file to the SPSO, email the SPSO Complaints Reviewer **and cc in the SPSO admin email** ([REDACTED]) requesting an Objective Connect Workspace to be set up. You will then receive an email containing a link for you to access the workspace. Once you have accepted the invite, you can then upload the records to the space.

Suggested wording to the SPSO –

“Good Morning/ Good Afternoon,

Thank you for your email received with attachments by the Patient Experience Team. I am writing to confirm we have received this, and I have forwarded this onto the service to review. In the meantime, can I ask you to provide an invitation link to Objective Connect to be sent to loth.feedback@nhs.scot, [REDACTED]. We will upload a copy of the complaint file and the medical records will be issued under separate cover from our SAR Team.

Thank you

Kind regards

Name

Administrative Support Officer”

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- Email SPSO Complaints Review and SPSO Admin

- Receive a link from Objective Connect
- Open link
- Log in (see log in details below)
- Accept Invitation
- Go to Datix and download complaints file.
- Save files as Datix number
- Once all documents have been saved in a file, drag the file in Objective Connect "Upload Some Documents".
- Once the documents have been uploaded to Objective Connect, you will receive an email via the feedback inbox saying "A workspace has been accessed" this email will also include all documents uploaded.
- Save the email and upload to Datix as evidence.
- Send email to SPSO (see text below) advising complaints file uploaded to Connect.
- Any subsequent notifications that OC has been accessed do not need to be saved to file and can just be marked as 'for info'

Objective Connect Log in Details: Admin Use Only!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Message options should be set to confidential.

"Good Morning/ Good Afternoon,

Thank you for your correspondence received about the above referenced complaint.

I have uploaded the complaint file to the Objective Connect Workspace and advise the (merged) letters are templates and have not been included nor has your correspondence requesting information.

The medical records have been requested and will be issued under separate cover by our Legal Services Team, any other requested information will be sent to you by the Complaint's Officer for this case.

I would advise that there may be objections to the release of the information and would be grateful if you can please get back in touch with us should you receive any such a request.

Kind regards

Name

Administration Support Officer"

Medical Imaging and Sectra

Sectra is used for medical imaging. From 1 March 2024, SPSO do not require imaging to be sent when making initial enquiry to the Patient Experience Team. If the medical adviser needs to see the imaging, SPSO will submit a request for this on Sectra. This is normally received by a Board's Radiology team.

17. Parliament/Investigation Report

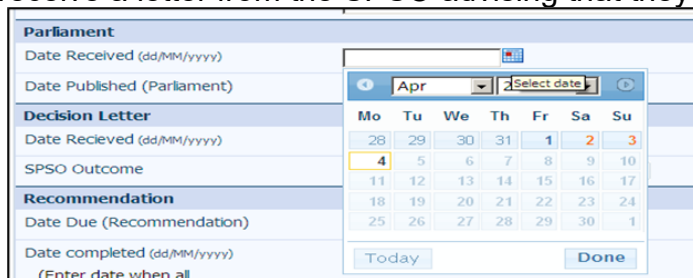
SPSO Cover Letter

The SPSO can decide to share their reports on certain cases with the Scottish Parliament. They will draft a proposed report on the complaint which will later become a public document. The process will be the same as previously described, but we also need to inform the Communications Team in addition to the Service(s).

Draft Report for the Parliament

As well as the Cover Letter above, the SPSO will also provide us with their Draft Report for the Scottish Parliament. The SPSO will allow the board a chance to amend the report or add any further comments before making it a public document. They will give a deadline by which we must respond with any comments.

The 'Date Received' in the 'Parliament' section of the SPSO tab will need to be updated if we receive a letter from the SPSO advising that they have decided to share the report (see below).



The screenshot shows a web form for the SPSO tab. The 'Parliament' section is active, showing fields for 'Date Received (dd/MM/yyyy)', 'Date Published (Parliament)', 'Decision Letter', 'Date Recieved (dd/MM/yyyy)', 'SPSO Outcome', 'Recommendation', 'Date Due (Recommendation)', and 'Date completed (dd/MM/yyyy)'. A date picker is open for the 'Date Received' field, showing a calendar for April. The date '4' is selected. The 'Date Published' field is also visible, showing 'Apr' and a 'Select date' button. The 'Date Due' field is also visible, showing 'Today' and a 'Done' button.

FM must be sent to the Service(s) and Communications Team to request comments/information and advise of the due date for this.

Once the draft report is reviewed by the Service(s), CO will advise the SPSO whether there are any comments to highlight.

Following this, PET will next receive a **Final Report** for the Scottish Parliament with recommendations set by the SPSO for the board to implement. 'Date Published' in the 'Parliament' section of the SPSO tab must be inserted. ***Please remember to record all recommendation as 'Actions'.***

The report will be sent to Scottish Ministers and laid before Parliament. When this happens, the report becomes a public document and ***can no longer be changed***. It can also be accessed by the media and be publicised.

All reports issued by the SPSO can be found on their website.

Draft Report for the Parliament Summary Flow Chart

