

***Integration Joint Board***

**Date of Meeting: 25 May 2022**

**Title of Report: Adoption of Model Complaints Handling Procedure of The Scottish Government, Scottish Parliament and Associated Public Authorities in Scotland for the Integration Joint Board**

**Presented by: Charlotte Craig**

**The Board is asked to:**

- Note this Model Complaints procedure does not reference the complaints handling of each partner body in relation to service provision.
- Formally adopt the sectoral Model Complaints Handling Procedure for the Scottish Government, Scottish Parliament and Associated Public Bodies for the Integration Joint Board

**1. EXECUTIVE SUMMARY**

After review of current complaints handling procedures for the IJB, it is advised to adopt a separate sectoral Model Complaints Handling Procedure (MCHP) over and above the models applied to both NHS and Social Work adopted by partners.

Within the partnership, the NHS and Social Work have current adopted Model Complaints Handling Procedures in line with guidance. The Local Authority and Social Work model was revised and implemented in 2022.

The NHS was the last public sector to adopt a specific MCHP on 1 April 2017 and this model has not yet been revised.

**2. INTRODUCTION**

The Model Complaints Handling procedures were revised in 2019 by the SPSO in consultation with all sectors. The SPSO has issued new guidance for effective complaint handling and requires the HSCP and IJB to adopt this by 01 April 2021.

This is complete in respect of service based complaints for the HSCP.

In addition for complaints relating to the actions and processes of the Integration Joint Board (IJB) they must adopt the MCHP for the Scottish Government, Scottish Parliament and Associated Public Authorities.

Where social work services are being delivered under integrated arrangements through a HSCP, the partnership are required to adopt the

Local Authority MCHP, this sits alongside the NHS Complaints Handling Procedure.

The HSCP has a collective complaints handling process in place.

### 3. DETAIL OF REPORT

- 3.1 The Health and Social Care Partnership have a compliant complaints procedure which can be found at the link below:

[Argyll & Bute HSCP Complaints Handling Procedure](#)

In respect of service based complaints this procedure will direct complaints to the appropriate partner which are then processed according to guidance.

The purpose of the Model Complaints Handling Procedure is to offer a standardised approach to responding to complaints across the Public Bodies of Scotland.

The current Health and Social Care Partnership and Integrated Joint Board complaints handling procedure adopts the procedure and will direct complaints to the relevant partner.

Further to audit review the IJB is in addition required to adopt a sectoral Model Complaints Handling procedure for the Scottish Government, Scottish Parliament and Associated Public Authorities in Scotland **specifically for the IJB.**

#### **What is a complaint?**

A complaint under this sectoral model may relate to the following, but is not restricted to this list:

- failure or refusal to provide a service
- inadequate quality or standard of service, or an unreasonable delay in providing a service
- dissatisfaction with one of our policies or its impact on the individual
- failure to properly apply law, procedure or guidance when delivering services
- failure to follow the appropriate administrative process
- conduct, treatment by or attitude of a member of staff or contractor (except where there are arrangements in place for the contractor to handle the complaint themselves: see Complaints about contracted services); or
- disagreement with a decision, (except where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector).

The complaints procedures of partners were updated with subsequent training provided to relevant staff as required through the Local Authority.

Subsequent actions required on behalf of the IJB are as follows:

1. Adoption of the sectoral Model Complaints Handling Procedure
2. Complaints Handling process and reporting mechanism specific to the IJB and public made aware of this and updated on digital presence
3. Training on the new process
4. Annual report on all complaints.

Discussion has been undertaken in conjunction with the IJB Standards Officer in respect of that role and to draft a compliant process which will be submitted to SPSO and the Finance and Policy Committee in the first instance for review and recommendation to the IJB. An initial draft is included in appendix 1.

#### **4. RELEVANT DATA AND INDICATORS**

Request for an annual report to the IJB on complaints and performance against this.

#### **5. CONTRIBUTION TO STRATEGIC PRIORITIES**

Robust governance supports effective function of the IJB.

#### **6. GOVERNANCE IMPLICATIONS**

##### **6.1 Financial Impact**

No financial impact

##### **6.2 Staff Governance**

No impact on staff governance

##### **6.3 Clinical Governance**

No impact on clinical or care governance

#### **7. PROFESSIONAL ADVISORY**

This will be developed with the approval of Scottish Public Services Ombudsman.

#### **8. EQUALITY & DIVERSITY IMPLICATIONS**

A robust complaints process ensures a route for complaint supporting principle of equitable service delivery.

#### **9. GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE**

No issues with GDPR

#### **10. RISK ASSESSMENT**

There were no recorded complaints relating to the IJB in the last 12 months. The detail of the Audit seeks the formal adoption of the sectoral Model Complaints Handling procedure to ensure the Integration Joint Board is compliant and delivering best practice.

#### **11. PUBLIC & USER INVOLVEMENT & ENGAGEMENT**

None required for this report.

## 12. CONCLUSIONS

Action required by the IJB is to adopt the sectoral Model Complaints Handling Procedure

## 13. DIRECTIONS

Directions required to Council, NHS Board or both.	<b>Directions to:</b>	tick
	No Directions required	x
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

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