



INTEGRATION JOINT BOARD

Date of Meeting	23 February 2021
Report Title	Revised Model Complaints Handling Procedure for the Integration Joint Board
Report Number	HSCP.21.015
Lead Officer	Sandra Macleod
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Consultation Checklist Completed	Yes
Directions Required	No
Appendices	A-Revised Model Complaints Handling Procedure for IJB B-Revised Model Complaints Handling Procedure – Customer Facing Guide

1. Purpose of the Report

- 1.1 This report presents a revised Model Complaints Handling Procedure for the Aberdeen City Integration Joint Board (IJB). This procedure introduces standardised processes to the handling of complaints which complies with Scottish Public Services Ombudsman's (SPSO) revised guidance. The SPSO have set a deadline of the 1st of April ,2021 for each IJB to submit their reviewed Procedure to them for approval and subsequent publication on our website.

2. Recommendations

- 2.1. It is recommended that the Integration Joint Board:
- (a) Approve Appendix A, -the revised Aberdeen City Integration Joint Board's Complaints Handling Procedure, and Appendix B, the summarised customer-facing guide which provides information for customers on how we handle complaints; and
 - (b) Note that any presentational issues contained in the Appendices will be resolved ahead of submission to the SPSO.



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3. Summary of Key Information

- 3.1. The SPSO recently published the updated Model Complaints Handling Procedure (MCHP) for Scottish Government, Scottish Parliament and Associated Public Authorities under section 16B(5) of the Scottish Public Services Ombudsman Act 2002.
- 3.2. Under the Act, Public bodies are required to implement this updated MCHP, with full implementation by no later than 1 April 2021.
- 3.3. Compliance of the updated MCHP will be monitored by the SPSO through their investigation, and improvement and standards work.
- 3.4. The SPSO consulted on the update and revision of the MCHPs across all sectors through a survey in December 2018/2019.
- 3.5. Following consultation, the MCHPs were revised to:
 - a) standardise the core text across all of Scotland's public services – this will remove (and future-proof against) minor inconsistencies in how the MCHP operates within different sectors, while retaining individualised sector-specific content where appropriate;
 - b) update the content in line with feedback from organisations under SPSO's jurisdiction (via the consultation survey, feedback on the draft, and individual feedback from contacts with SPSO); issues identified from casework, and recent research and good practice in relation to using alternative resolution approaches, promoting positive complaint behaviours and improving access to complaints for vulnerable groups.
- 3.6. For complaints relating to the actions and processes of the IJB itself, IJBs should adopt the MCHP for the Scottish Government, Scottish Parliament and Associated Public Authorities.
- 3.7. This revised MCHP replaces the template IJBs previously used, although the examples given in that template are still relevant.
- 3.8. There are new arrangements for Health and Social Care Partnership's handling complaints about social work services. The SPSO have combined



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the MCHPs for the local authority and social work sectors into a single document (the Local Authority MCHP). There is no longer a standalone social work MCHP. The updated Local Authority MCHP incorporates the social work specific content from the previous social work MCHP (updated where appropriate). The core text was drafted based on the social work MCHP, so much of the content remains unchanged.

- 3.9.** Health and Social Care Partnership (HSCP) staff responding to complaints about social work services will use the local authority CHP once the relevant local authority has updated their local CHP in line with the revisions (by 1 April 2021). HSCP staff responding to complaints about health, will continue to use the NHS MCHP.

As with the current arrangements, the procedural elements of the two MCHPs tie in very closely, so where complaints cut across services, they can still be handled consistently.

- 3.10.** The draft revised Aberdeen City Integration Board's Complaints Handling Procedure at Appendix A outlines the full process which will be followed by the Chief Officer and her Leadership Team to process any complaints submitted to the IJB. Appendix B is the summarised customer-facing guide which provides information for customers on how the IJB handle complaints for use by, for example a patient, or client. Both documents are based upon the SPSO template. It is proposed that the customer-facing guide be placed on the website once approved. In the drafting of this procedure Officers have consulted with SPSO and have liaised with another IJB for which the SPSO have already approved their procedure.

- 3.11.** During the consultation process, minor presentational issues were highlighted. It is intended that Officers will resolve these ahead of submission to the SPSO.

4. Implications for IJB

- 4.1. Equalities** – there are no direct implications in relation to our duty under the Equalities Act 2010 arising from this report, however complaints received may well be related to the Act.



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- 4.2. **Fairer Scotland Duty** - there are no direct implications in relation to the Fairer Scotland Duty however complaints received may well be related to the Duty.
- 4.3. **Financial** – there are no immediate financial implications arising from this report.
- 4.4. **Workforce** – there are no immediate workforce implications arising from this report.
- 4.5. **Legal** – there are no immediate legal implications arising from this report.

5 Links to ACHSCP Strategic Plan

- 5.1 The complaints procedure is linked to several of the aims contained within the Strategic Plan, however, specifically the Communities aim of the Plan outlines the aspiration of the IJB and Partnership receiving fewer complaints as well as ensuring an increase in the number of complaints received being answered within 20 days. The Complaints Procedure will allow the IJB to examine the complaints received and will use this to continuously improve its services.

6 Management of Risk

6.1 Identified risks:

There is a risk that the IJB is not following SPSO guidance on model complaints handling processes.

6.2 Link to risks on strategic or operational risk register:

The main issues in this report are directly linked to the following Risks on the Strategic Risk Register:

5-There is a risk that the IJB, and the services that it directs and has operational oversight of, fail to meet both performance standards/outcomes as set by regulatory bodies and those locally determined performance





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standards as set by the board itself. This may result in harm or risk of harm to people.

6- There is a risk of reputational damage to the IJB and its partner organisations resulting from complexity of function, delegation and delivery of services across health and social care.

6.3 How might the content of this report impact or mitigate these risks:

This report proposes that the IJB approve the revised Complaints Procedure, based on the advice issued by the SPSO which will help to mitigate the risks identified.

Approvals	
	Sandra Macleod (Chief Officer)
	Alex Stephen (Chief Finance Officer)