



## Audit and Performance Systems Committee

<b>Report Title</b>	Joint Complaints Handling Procedure
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<b>Report Author (Job Title, Organisation)</b>	Lorraine McKenna, Business Manager
<b>Report Number</b>	HSCP/17/054
<b>Date of Report</b>	23/05/2017
<b>Date of Meeting</b>	20/06/2017

### 1: Purpose of the Report

This report outlines a joint complaints handling procedure (CHP) for the Aberdeen City Integration Joint Board (IJB). This procedure introduces a standardised procedure to handling complaints which complies with Scottish Public Services Ombudsman's guidance on a model complaints handling procedure.

- **Appendix 1:** provides a full outline of the proposed complaints handling procedure.
- **Appendix 2:** a compliance statement and self-assessment which must be provided to the (SPSO) Complaints Standards Authority as soon as the joint CHP has been adopted.

### 2: Summary of Key Information

Key principles supporting the IJB's CHP are:

- Reflects commitment to valuing complaints.
- Standardised approach
- Quicker, simpler and more streamlined
- Local, early resolution
- To conduct thorough, impartial and fair investigations of complaints, so that, where appropriate, we can make evidence-based decisions.
- Learning and continuous improvement



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### 3: Equalities, Financial, Workforce and Other Implications

**Equalities** – A standardised procedure will help to ensure that all complaints are dealt with in a consistent way.

**Financial** – the early resolution of complaints can help to save money, time and resources.

**Workforce** – Dealing with complaints locally and quickly reduces pressure on staff as complaints which take a while to resolve can add greatly to staff workload.

**Other** – the complaints handling procedure as outlined in the report will help foster better customer relations and facilitate improvement.

### 4: Management of Risk

#### Identified risk(s) and link to strategic risk register:

- 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.

**How might the content of this report impact or mitigate the known risks:** A standardised joint complaints handling procedure for the IJB, as outlined in the appendix, will provide mitigation for the risks outlined above by providing opportunity for learning and improvement from complaints before they escalate into more serious concerns.



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5:	Recommendations
	<p>It is recommended that the Audit &amp; Performance Systems Committee</p> <ol style="list-style-type: none"><li data-bbox="272 622 1299 696">1) Approve the Aberdeen City Integration Board's Complaints Handling Procedure as outlined in appendix A; and,</li><li data-bbox="272 748 1390 822">2) Instruct officers to submit the compliance statement and self-assessment in appendix B, to SPSO before the 3<sup>rd</sup> of July.</li></ol>