

Integration Joint Board

Date of Meeting: 25 May 2022

Title of Report: Adoption of Model Complaints H

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:

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.	Directions to:	tick
	No Directions required	x
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

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