



Glasgow City Integration Joint Board Complaints Handling Procedure



Glasgow City Integration Joint Board ('the IJB') is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services.

1. If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us.

What is a complaint?

2. We regard a complaint as 'any expression of dissatisfaction by one or more members of the public about the IJB's action or lack of action, or about the standard of service provided by, or on behalf of, the IJB'.
3. The use of the terms 'service' and 'services' in the above paragraphs refers to the work carried out by the IJB on the public's behalf in planning and monitoring the delivery of Community Health and Social Care Services within Glasgow City. The actual health and social care services in question are delivered by employees of Glasgow City Council ('the Council') and NHS Greater Glasgow and Clyde ('the Health Board') working within Glasgow City Health and Social Care Partnership ('the HSCP'). These services are covered by separate complaints policies of the Council and the Health Board. These policies may be found at: [GCC Complaints Policies](#) and [NHSGGC Complaints Policy](#)

What can I complain about regarding the work of the IJB?

4. You can complain about things like:
 - failure or refusal to execute the relevant planning and monitoring functions for which the IJB is the responsible body.
 - inadequate quality or standard of delivery of those relevant planning and monitoring functions or failure to properly apply law, procedure or guidance when executing them.
 - dissatisfaction with one of the policies of the IJB or its impact on an individual or the community.
 - failure to follow the appropriate administrative process delivered by, or on behalf of, the IJB.
 - inadequate quality of information produced by, or on behalf of, the IJB.
 - conduct, treatment by, or attitude of, an IJB member, which may be dealt with under this procedure unless of a serious nature requiring the application of other procedures.
 - disagreement with a decision of the IJB, except where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector.

5. Your complaint may involve more than one aspect of the IJB's work or be about someone working on our behalf.

What can't I complain about?

6. There are some things we can't deal with through our complaints handling procedure. These include:
 - a complaint about delivery of health and social care services by the Council and the Health Board, its employees or any services commissioned by them (see paragraph 3 above for the links to correct complaints procedures for those services).
 - a routine first-time request for a service
 - a request for compensation only
 - issues that are in court or have already been heard by a court or a tribunal
 - disagreement with a decision where there is a statutory procedure for challenging that decision or an established appeals process followed throughout the sector
 - a request for information under the Data Protection or Freedom of Information (Scotland) Acts or other enquiries seeking an explanation of IJB processes or decisions, including enquires and representations made by elected representatives on behalf of constituents
 - a grievance by a staff member relating to employment or staff recruitment by either the Council or the Health Board
 - an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
 - abuse or unsubstantiated allegations about the IJB where such actions would be covered by the Unacceptable Actions Policy of the Council or the Health Board;
 - a concern or complaint about the actions or services of a different organisation than the IJB.
7. If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who can complain?

8. Anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate or adviser). If you are making a complaint on someone else's behalf, you will normally need their written consent. Please also read the section on **Getting help to make your complaint** below.

How do I complain?

9. You can complain in writing to the Senior Officer Governance Support, Glasgow City Integration Joint Board, Commonwealth House, 32 Albion Street, Glasgow G1 1LH or by email to: glasgowcityijb@glasgow.gov.uk
10. You may also complain in person or by phone to any staff member working within the HSCP and they should redirect your complaint to the Governance support team for the IJB. It is easier for us however if you address any complaints quickly and directly to the IJB using the details given above.
11. When complaining, please tell us:
 - your full name and contact details
 - as much as you can about the complaint
 - what has gone wrong; and
 - what outcome you are seeking.

Our contact details

12. Further details of the work of the IJB can be found on our website at: <https://glasgowcity.hscp.scot/ijb>

How long do I have to make a complaint?

13. Normally, you must make your complaint within six months of:
 - the event you want to complain about; or
 - finding out that you have a reason to complain.
14. In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

15. We will always tell you who is dealing with your complaint. Our complaints procedure has two stages.

Stage 1: Frontline response

16. We aim to respond to complaints quickly (where possible, when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or immediate action to resolve the problem.
17. We will give you our decision at stage 1 in five working days or less, unless there are exceptional circumstances.

18. If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to stage 2. You must normally ask us to consider your complaint at stage 2 either:

- within six months of the event you want to complain about or finding out that you have a reason to complain; or
- within two months of receiving your stage 1 response (if this is later).

19. In exceptional circumstances, we may be able to accept a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

Stage 2: Investigation

20. Stage 2 deals with two types of complaint: where the customer remains dissatisfied after stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at stage 1, you can ask us to handle it at stage 2 instead.

21. When using stage 2:

- we will acknowledge receipt of your complaint within three working days
- we will confirm our understanding of the complaint we will investigate and what outcome you are looking for
- we will try to resolve your complaint where we can (in some cases we may suggest using an alternative complaint resolution approach, such as mediation); and
- where we cannot resolve your complaint, we will give you a full response as soon as possible, normally within 20 working days.

22. If our investigation will take longer than 20 working days, we will tell you. We will tell you our revised time limits and keep you updated on progress.

What if I'm still dissatisfied?

23. After we have given you our final decision, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO are an independent organisation that investigates complaints. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support).

You can ask the SPSO to look at your complaint if:

- you have gone all the way through the *[organisation]*'s complaints handling procedure
- it is less than 12 months after you became aware of the matter you want to complain about; and
- the matter has not been (and is not being) considered in court.

The SPSO will ask you to complete a complaint form and provide a copy of our final response to your complaint. You can do this online at www.spsso.org.uk/complain/form or call them on Freephone 0800 377 7330.

You may wish to get independent support or advocacy to help you progress your complaint. See the section on **Getting help to make your complaint** below.

The SPSO's contact details are:

SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS
(if you would like to visit in person, you must make an appointment first)

Their freepost address is:

FREEPOST SPSO

Freephone: 0800 377 7330

Online contact www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Getting help to make your complaint

24. We understand that you may be unable or reluctant to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with

our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

25. You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance:

Scottish Independent Advocacy Alliance

Tel: 0131 510 9410 Website: www.siaa.org.uk

26. You can find out about advisers in your area through Citizens Advice Scotland:

Citizens Advice Scotland

Website: www.cas.org.uk or check your phone book for your local citizens advice bureau.

27. We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, such as large font, or Braille, please contact us.

Our contact details

28. Please contact us by the following means: By letter to Glasgow City Integration Joint Board, Commonwealth House, 32 Albion Street, Glasgow G1 1LH or by email to: glasgowcityijb@glasgow.gov.uk

Quick guide to our complaints procedure

Complaints procedure

You can make your complaint in person, by phone, by email or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need investigation, we will tell you and keep you updated on our progress.



Stage 1: Frontline response

We will always try to respond to your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.



Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they need investigation.

We will acknowledge your complaint within **three working days**.

We will confirm the points of complaint to be investigated and what you want to achieve.

We will investigate the complaint and give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.



Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.