

Integration Joint Board

Report By: Chief Officer Finance & Resources
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COMPLAINTS

Purpose of Report:	To explain how the complaints system will operate under the Integration Joint Board.
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Recommendations:	To note the intention to bring a draft complaints handling procedure to the IJB for approval at a subsequent meeting.
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Implications for IJB:

Financial:	None
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Personnel:	None
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Legal:	Obligation on the IJB to respond to certain types of complaints.
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Economic Impact:	None
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Sustainability:	None
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Sustainable Procurement and Article 19:	None
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Equalities:	None
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Implications for Glasgow City Council:	The HSCP will manage social work complaints on behalf of the Council
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Implications for NHS Greater Glasgow & Clyde:	The HSCP will manage health complaints on behalf of the Health Board
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1.0 Background

- 1.1 Currently Social Work and Health operate two distinct statutory complaints procedures. The social work system is based on the Social Work (Scotland) Act 1968 and the health system is based upon the Patient Rights (Scotland Act 2011). There is an intention that following legislative change these will become fully (or near full) aligned in 2017. This will allow for the integration of complaints handling. Meantime the two complaints functions are being managed separately under Business Administration.
- 1.2 Complaints about service delivery will remain the responsibility of the Council and Health Board. In practice the staff who will process these complaints will form part of the Health & Social Care Partnership. Under arrangements set out in the Integration Scheme we will publish a single point of contact for all complaints through the Chief Officer. The Chief Officer will have overall responsibility for ensuring that an effective and efficient complaints system operates within the Integration Joint Board.
- 1.3 The Health Board and the Council are remitted to ensure that the arrangements agreed are:-
- Clearly Explained
 - Well publicised
 - Accessible
 - Allow for timely recourse
 - Complainants are sign posted to independent advocacy services

2.0 Complaints About Integration Boards

- 2.1 Integration Joint Boards are new public bodies and complaints may be raised against them in relation to the way they exercise functions, such as strategic planning. Complaints against the Integration Joint Board are not covered under current complaints procedures and therefore Integration Joint Boards need to establish a complaints procedure in relation to the functions that have been delegated to them.
- 2.2 In addition, where the Integration Joint Board has a greater involvement in the operational delivery of services, it may be that a complaint will be made in respect of a direction that the Integration Joint Board has issued. An Integration Joint

Board will, therefore, require to operate suitable procedures for handling such complaints.

- 2.3 Amendments to secondary legislation currently in draft make changes to the Scottish Public Services Ombudsman Act 2002 to provide that Integration Joint Boards become listed authorities under the Act. The effect of this is that the IJB becomes subject to the jurisdiction of the Ombudsman and is also required to have a complaints handling procedure in place which complies with the principles published by the Ombudsman. This is different again to the systems in place for Health Boards and Council Social Work Departments, but is similar to the system used generally by the Council's other departments.
- 2.4 It is intended to prepare a suitable complaints handling procedure and submit this to a subsequent meeting of the IJB for approval.