



Dumfries and Galloway  
Integration Joint Board

22<sup>nd</sup> July 2021

This Report relates to  
Item 7 on the Agenda

# Draft IJB Complaints Handling Procedure

*Paper presented by Alison Warrick*

*For Approval*

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<b>List of Background Papers:</b>	<a href="https://www.spsso.org.uk/the-model-complaints-handling-procedures">https://www.spsso.org.uk/the-model-complaints-handling-procedures</a>
<b>Appendices:</b>	<b>Appendix 1 – Complaints Handling Procedure</b> <b>Appendix 2 – Public Facing Complaints Handling Procedure</b>

<b>Direction Required to Council, Health Board or Both</b>	<b>Direction to:</b>	
	1. No Direction Required	X
	2. Dumfries and Galloway Council	
	3. NHS Dumfries and Galloway	
	4. Dumfries and Galloway Council and NHS Dumfries and Galloway	

## **1. Introduction**

- 1.1 The purpose of this report is to present a new IJB Complaints Handling Procedure following a review by the Scottish Public Services Ombudsman (SPSO) of all Model Complaints Handling Procedures (MHCP) for public sector organisations.
- 1.2 This procedure supercedes the previous iteration which was approved by the IJB Clinical and Care Governance Committee in 2017.

## **2. Recommendations**

- 2.1 **The Integration Joint Board is asked to:**
- **Approve the IJB Complaints Handling Procedure**

## **3. Background and Main Report**

- 3.1 In 2018/19 the SPSO conducted a review of the Model Complaints Handling Procedure to establish its effectiveness and usability.
- 3.2 Following the consultation across all sectors the MCHPs were revised to standardise the text across all public services whilst retaining sector specific content and examples in each version.
- 3.3 Complaints relating to the actions and processes of the Integration Joint Boards should be dealt with by adopting the MCHP for Scottish Government, Scottish Parliament and Associated Public Authorities (a link to this is available in the background report section) which is the document which the Complaint Handling Procedure (Appendix 1) is based upon.
- 3.4 All templates provided by Scottish Government have flexibility for organisations to adapt their corporate identity and language. However, they stipulate that the MCHP should not be amended to the extent that its purpose or substance is changed in a way which does not reflect the MCHP or its key aims.
- 3.5 As the Integration Joint Board is a legal entity, complaints may be made against its 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 an individual, failure to properly apply law, procedure or guidance when delivery services, failure to follow the appropriate administrative process, conduct, treatment by or attitude of a member of staff or contractor or disagreement with a decision, which is the likeliest cause of complaint to the Integration Joint Board.
- 3.6 It should be noted that the other reasons for complaint would most often be processed by the constituent authorities of NHS Dumfries and Galloway or Dumfries and Galloway Council and complainants would always be signposted to these authorities in the first instance. However, there may be other incidences where we would be expected to follow the IJB CHP to complete these.
- 3.7 The main changes to the Integration Joint Board Complaint Handling Procedure are in using alternative resolution approaches, promoting positive complaint behaviours and access to complaints for vulnerable groups.

- 3.8 The revised CHP consists of 5 parts:
- Part 1 - Overview and structure
  - Part 2 - When to use the procedure
  - Part 3 - The complaints handling procedure
  - Part 4 - Governance
  - Part 5 - IJB Complaints Handling Procedure
- 3.9 Part 5 - IJB Complaints Handling Procedure – will be uploaded to the [www.dghscp.co.uk](http://www.dghscp.co.uk) website, once approved, where anyone wishing to make a complaint will be signposted to it.
- 3.10 Reporting of complaints and how we learn from them will be done through the IJB Clinical and Care Governance Committee as it is a legislative requirement that complaint information is publicised on a quarterly basis.
- 3.11 At the time of revision of all public authority CHPs, the SPSO decided that Social Work Services would no longer have a stand along CHP but would be included in their Local Authority CHP.

#### **4. Conclusions**

- 4.1 Based on the information provided, Members are asked to review and approve the Complaints Handling Procedure to be implemented on behalf of the Integration Joint Board.

#### **5. Resource Implications**

- 5.1 There are no resource implications as a direct result of the content of this report.

#### **6. Impact on Integration Joint Board Outcomes, Priorities and Policy**

- 6.1 The CHP links with National Health and Wellbeing Outcomes 3,4,7 and 8.

#### **7. Legal and Risk Implications**

- 7.1 There is a statutory requirement to apply an IJB Complaints Handling Procedure.

#### **8. Consultation**

- 8.1 The CHP has been shared with the Chief Officer, NHS Dumfries and Galloway and Dumfries and Galloway Council complaints and feedback teams.

#### **9. Equality and Human Rights Impact Assessment**

- 9.1 As this report does not introduce a new policy an EQIA is not required.

#### **10. Glossary**

- 10.1 All acronyms must be set out in full the first time they appear in a paper with the acronym following in brackets.

<b>CHP</b>	<b>Complaints Handling Procedure</b>
<b>EQIA</b>	<b>Equalities Impact Assessment</b>
<b>IJB</b>	<b>Integration Joint Board</b>

	<b>MCHP</b>	<b>Model Complaint Handling Procedure</b>
	<b>SPSO</b>	<b>Scottish Public Service Ombudsman</b>

## Dumfries and Galloway Integration Joint Board



### DIRECTION

**(ISSUED UNDER SECTIONS 26-28 OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014)**

1.	Title of Direction and Reference Number	
2.	Date Direction Issued by Integration Joint Board	
3.	Date from which Direction takes effect	
4.	Direction to	
5.	Does this direction supersede, amend or cancel a previous Direction? If yes, include the reference number(s)	
6.	Functions covered by Direction	
7.	Full text of Direction	
8.	Budget allocated by Integration Joint Board to carry out Direction	
9.	Desired Outcomes	
10.	Performance Monitoring Arrangements	
11.	Date Direction will be Reviewed	