



CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

IJB COMPLAINTS HANDLING PROCEDURE

Report by Chief Officer, Health and Social Care

PURPOSE OF REPORT

1. To agree and publish the Complaints Handling Procedure of the Integration Joint Board.

COMPETENCE

2. The issues raised in the report are purely procedural.

SUMMARY

3. Recent work has been carried out by the Scottish Government and the Scottish Public Services Ombudsman (SPSO) to align the NHS and Social Work Complaints Handling Procedures (CHPs). As part of that, the SPSO has indicated that as public bodies, all Integration Authorities should have their own complaints handling procedures to deal with any complaints made against them – as distinct from complaints raised about services delivered by the parent bodies.
4. The SPSO has published a template CHP for Integration Joint Boards, along with a set of requirements to meet vis-à-vis the parent bodies. This is based on the Scottish Government, Scottish Parliament and Associated Public Authorities model CHP. Members are asked to agree the CHP for Cùram Is Slàinte.
5. A draft has been published on the IJB website to comply with SPSO timescales and we would now seek to formalise our publication should members agree its content.

RECOMMENDATIONS

6. It is recommended that the IJB:
 - (a) Agrees to the content of the Complaints Handling Procedure and that it be retained on the website of Cùram Is Slàinte: www.ijbwesternisles.scot

Ron Culley
Chief Officer
CÙRAM IS SLÀINTE





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