



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board	
Held on	25 September 2024	
Agenda Item	17	
Title	IJB Complaints Annual Report 2023/24	
Summary		
<p>This is the Integration Joint Board's Annual Complaints Report for 2023/24. This is a mandatory reporting requirement set out by the Scottish Public Services Ombudsman.</p> <p>During 2023/24 there were no complaints received in relation to the IJB however it is stipulated that organisations must publish an annual complaints performance report even in the case of a nil return.</p>		
Presented by	Lesley Bairden, Head of Finance and Resources (Chief Financial Officer)	
Action Required		
The Integration Joint Board is asked to note the report.		
Directions	Implications	
<input checked="" type="checkbox"/> No Directions Required <input type="checkbox"/> Directions to East Renfrewshire Council (ERC) <input type="checkbox"/> Directions to NHS Greater Glasgow and Clyde (NHSGGC) <input type="checkbox"/> Directions to both ERC and NHSGGC	<input type="checkbox"/> Finance <input type="checkbox"/> Policy <input type="checkbox"/> Workforce <input type="checkbox"/> Equalities <input type="checkbox"/> Risk <input type="checkbox"/> Legal <input type="checkbox"/> Infrastructure <input type="checkbox"/> Fairer Scotland Duty	

EAST RENFREWSHIRE INTEGRATION JOINT BOARD

25 September 2024

Report by Chief Officer

IJB COMPLAINTS – ANNUAL REPORT 2023/24

PURPOSE OF REPORT

1. This report forms the Integration Joint Board's Annual Complaints Report for 2022/23. This is a mandatory reporting requirement set out by the Scottish Public Services Ombudsman.

RECOMMENDATION

2. The Integration Joint Board are asked to note the report.

BACKGROUND

3. The Scottish Public Services Ombudsman Act 2002 (as amended) provides the legislative basis for the Scottish Public Services Ombudsman (SPSO) to publish the Model Complaints Handling Procedures (MCHP) for bodies under the SPSO's jurisdiction
4. The MCHP says all organisations (even in the case of low complaint numbers or nil return) must
 - report at least quarterly to their Senior Management on the KPIs and analysis of the trends and outcomes of complaints
 - publish on a quarterly basis information on complaints outcomes and actions taken to improve services, and
 - publish an annual complaints performance report on their website in line with Part 4 of the MCHP. There is no requirement for organisations to report their data to SPSO.
5. In May 2021, we made a commitment that should the Integration Joint Board receive any complaints, these would be reported to the Board at the next scheduled meeting. To date we have not received any IJB complaints.

REPORT

6. During 1 April 2023 – 31 March 2024 no complaints were made in relation to the Integration Joint Board.

CONSULTATION AND PARTNERSHIP WORKING

7. The SPSO's Improvement, Standards and Engagement team is available to work with public service providers to improve standards of complaints handling.

IMPLICATIONS OF THE PROPOSALS

8. There are no implications as a result of this report

DIRECTIONS

9. There are no directions arising as a result of this report.

CONCLUSIONS

10. East Renfrewshire Integration Joint Board will continue to publish [quarterly reports](#) on the website and present an annual report to the integration Joint Board in line with the mandatory reporting requirements set out by the SPSO ahead of the reporting deadline of October each year.

RECOMMENDATIONS

11. The Integration Joint Board are asked to note the report.

REPORT AUTHOR AND PERSON TO CONTACT

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4 September 2024

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

IJB Quarterly Complaints Reports
https://www.eastrenfrewshire.gov.uk/icm/mediaaccess.cfm?file=pdf/j/1/IJB_Quarterly_Complaints_2021-22_-_23-24.pdf

IJB Paper – IJB Annual Complaints Report 2022/23
https://www.eastrenfrewshire.gov.uk/media/9241/IJB-Item-09-28-June-2023/pdf/IJB_Item_09_-_28_June_2023.pdf?m=1686917466570

IJB Paper – May 2021
https://www.eastrenfrewshire.gov.uk/media/4980/IJB-Item-12-12-May-2021/pdf/IJB_Item_12_-_12_May_2021.pdf?m=637558874880700000

SPSO Model Complaints Handling Procedures
<https://www.spsos.org.uk/the-model-complaints-handling-procedures>

SPSO Key Performance Indicators for Model Complaints Handling Procedures
<https://www.spsos.org.uk/sites/spso/files/csa/SPSOKPIsMCHP.pdf>

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