

# Midlothian Integration Joint Board



**Thursday 8 April 2021, 2.00pm**

## **Midlothian Integration Joint Board Complaints Handling Procedure**

**Item number: 5.7**

### **Executive summary**

---

The Scottish Public Services Ombudsman published revised Model Complaints Handling Procedures (MCHPs) for all sectors (except the NHS). Public bodies were required to implement the revised MCHPs by 1 April 2021.

The draft Complaints Handling Procedure attached reflects the Midlothian Integration Joint Board's commitment to valuing complaints. It seeks to resolve complaints as thoroughly and quickly as possible and to ensure that any complaints received about the Midlothian Integration Joint Board (Midlothian IJB) are considered in an objective, fair, rigorous and evidence-based manner.

#### **Board members are asked to:**

Approve the Draft Midlothian Integration Joint Board Complaints Handling Procedure or agree process for approval

---

## Midlothian IJB Complaints Handling Procedure

### 1 Purpose

---

- 1.1 Midlothian Integration Joint Board (IJB) is committed to valuing complaints. This paper asks Midlothian IJB members to consider the Complaint Handling Procedure and public facing document attached and make a decision on its approval, or a process for approval.
- 1.2 Midlothian IJB is required to implement a Complaints Handling Procedure that meets the current requirements of the Scottish Public Services Ombudsman (SPSO). The SPSO published a revised Model Complaints Handling Procedures (MCHPs) for all sectors (except the NHS). Public bodies were required to implement the revised MCHPs by 1 April 2021.
- 1.3 The Revised Midlothian Integration Joint Board Complaints Handling procedure will supersede the existing IJB Complaints Handling Procedure issued 2017.

### 2 Recommendations

---

- 2.1 As a result of this report Members are asked to:-  
  
Approve the Draft Midlothian Integration Joint Board Complaints Handling Procedure or agree process for approval

### 3 Background and main report

---

- 3.1 Midlothian Integration Joint Board is committed to valuing complaints. It seeks to resolve complaints as thoroughly and quickly as possible and to ensure that any complaints received about the Midlothian Integration Joint Board (Midlothian IJB) are considered in an objective, fair, rigorous and evidence-based manner.
- 3.2 Complaints can ensure a proper and transparent explanation of the work of Midlothian IJB and how it strives to improve. Learning from complaints supports the transformation of health and social care to enable the people of Midlothian to lead longer and healthier lives with the right support at the right time in the right place.
- 3.3 As an Integration Joint Board Midlothian IJB is required to have its own complaints handling procedure (separate to those of Midlothian Council and NHS Lothian). Complaints dealt with under this procedure will be those relating to the organisation and administration of Midlothian IJB, the strategic decisions it makes and the measures it implements to achieve its objectives.

- 3.4 Complaints relating only to the health and social care services provided by staff employed by the partners of Midlothian IJB, or about the functions which support these services, will be dealt with under the relevant NHS Lothian or Midlothian Council complaints procedure.
- 3.5 The draft complaints handling procedure attached (appendices 1 to 5) is based on a model developed by the Scottish Public Services Ombudsman (SPSO) in consultation with relevant stakeholders. Model Complaints Handling Procedures (MCHPs) were revised in 2019 by the SPSO in consultation with all sectors.
- 3.6 The model Complaint Handling Procedure that the SPSO asked IJBs to adopt is one prepared for 'Scottish Government, Scottish Parliament and associated public authorities'. The draft Midlothian IJB procedure attached has primarily followed the model provided by SPSO but it had to be adapted in areas to suit IJB requirements.
- 3.7 The Scottish Public Services Ombudsman office is aware that the Midlothian IJB Procedure is still to be approved. The SPSO has been agreed with Midlothian IJB Chief Officer that any complaints that are received between 1<sup>st</sup> April and IJB approval are handled in line with the revised MCHP.

## **4 Policy Implications**

---

- 4.1 It is a legislative requirement (under the SPSO Act 2002 (as amended)) for public bodies to comply with the published model complaints handling procedure (MCHP). In the case of IJBs, this is the MCHP for the Scottish Government, Scottish Parliament, and associated public authorities published

## **5 Directions**

---

- 5.1 A new Direction is not applicable.

## **6 Equalities Implications**

---

- 6.1 It will be important to undertake an Integrated Impact Assessment on the Procedure to ensure that the needs of different groups in society are considered and that groups or individuals are not discriminated against if they want to make a complaint.
- 6.2 It will be helpful to consider available equality data on feedback and complaints.

## **7 Resource Implications**

---

- 7.1 Additional resource is not required

## 8 Risk

---

- 8.1 An effective and well implemented Complaints Handling Procedure reduces risk to Midlothian IJB around the erosion of public confidence and trust that can result from poorly handled complaints. It also reduces risk associated with a failure to learn from effective complaint handling.
- 8.2 Handled well, complaints provide a low cost and important source of feedback and learning for organisations to help drive improvement and restore a positive relationship with stakeholders and communities.
- 8.3 It is a legislative requirement (under the SPSO Act 2002 (as amended)) for public bodies to comply with the published model complaints handling procedure (MCHP).

## 9 Involving people

---

- 9.1 The Midlothian IJB complaints handling procedure is based on the model developed by the Scottish Public Services Ombudsman (SPSO) in consultation with relevant stakeholders. These Model Complaints Handling Procedures (MCHPs) were revised in 2019 by the SPSO in consultation with all sectors.

## 10 Background Papers

---

- 10.1 Scottish Public Services Ombudsman <https://www.spsso.org.uk/spso>

<b>AUTHOR'S NAME</b>	Mairi Simpson
<b>DESIGNATION</b>	Integration Officer, Midlothian Health and Social Care Partnership
<b>CONTACT INFO</b>	<a href="mailto:Mairi.simpson@nhslothian.scot.nhs.uk">Mairi.simpson@nhslothian.scot.nhs.uk</a>
<b>DATE</b>	31/03/21

---

### Appendices:

- 1. Midlothian Integration Joint Board Complaints Handling Procedure – Part 1 (DRAFT)
- 2. Midlothian Integration Joint Board Complaints Handling Procedure – Part 2 (DRAFT)
- 3. Midlothian Integration Joint Board Complaints Handling Procedure – Part 3 (DRAFT)
- 4. Midlothian Integration Joint Board Complaints Handling Procedure – Part 4 (DRAFT)
- 5. Midlothian Integration Joint Board Complaints Handling Procedure – Public Summary – Part 5 (DRAFT)