

Title of report	Complaints Annual Report 2022-2023
Public/Confidential	Public
Summary/purpose of report	This report outlines the SSSC complaints performance against the complaints handling procedure (CHP).
Recommendations	The Council is asked to endorse the annual complaints performance and publication of the report on the website.
Author	Anna Fairweather, Change and Improvement Co-ordinator
Responsible Officer	Laura Shepherd, Director, Strategy and Performance
Link to Strategic Plan	<p>The recommendation in this report links to:</p> <p>Outcome 1: Trusted People who use services are protected by a workforce that is fit to practise.</p> <p>Outcome 2: Skilled Our work supports the workforce to deliver high standards of professional practice.</p> <p>Outcome 3: Confident Our work enhances the confidence, competence and wellbeing of the workforce.</p> <p>Outcome 4: Valued The social work, social care and children and young people workforce is valued for the difference it makes to people's lives.</p>
Link to Risk Register	Risk 3: We fail to meet corporate governance, external scrutiny and legal obligations.
Impact assessments	<ol style="list-style-type: none"> 1. An Equalities Impact Assessment (EIA) was not required. 2. A Data Protection Impact Assessment (DPIA) was not required.

	3. A Sustainability Impact Assessment (SIA) was not required.
Documents attached	Appendix 1: Complaints performance – 01/04/2022 to 31/03/2023
Background papers	None

EXECUTIVE SUMMARY

1. We follow the model complaints handling procedure (CHP) as defined by the Scottish Public Sector Ombudsman (SPSO).
2. This report forms part of our wider reporting commitment which includes quarterly reporting (discussed at Operational Management Team (OMT) and thereafter published online).
3. We adopted the SPSO's revised model for complaints handling in April 2021. In practice there are few material changes to the model and our reporting commitment remains the same as at present.
4. This annual report summarises our performance in 2022-2023 in responding to complaints at each stage of the procedure.

PERFORMANCE HIGHLIGHTS

5. Areas of performance of note this year include the following:
 - we responded to 99% of stage one complaints within five working days
 - we responded to 93% of stage two complaints within 20 working days
 - we have remained consistent with time to respond to a stage one complaint
 - we have improved our average time to respond to a stage two complaint from 22 to 14 working days
 - the number of stage one complaints upheld, not upheld and partially upheld has mostly been in line with the previous year's performance
 - of the stage one complaints closed, most (286 complaints) were about one of our processes.

CONSULTATION

6. We consulted with OMT on the improvement actions and performance in the report. Individual OMT members had overall responsibility for any improvement actions undertaken by their departments as a result of complaints.

RISKS

7. We are required to publicly report on our complaints handling performance. Failure to produce this quarterly report and publicise it to members of the public, including our stakeholders, may put the SSSC at risk of breaching SPSO guidance. Additionally, failure to report may have a negative impact on the SSSC's reputation as a public body.
8. We have a cautious risk appetite towards sustaining appropriate operational processes, systems and controls. As we have a statutory responsibility to manage complaints, we apply this cautious approach to the systems of managing complaints. Our complaints handling procedure allows us to maintain the approach to managing risks around complaints and timescales.

IMPLICATIONS

Resourcing

9. There are no resource implications identified as part of this report.

Compliance

10. Production of this report forms part of our responsibilities in complying with the SPSO's model.

IMPACT ASSESSMENTS

Equalities

11. This report is intended to summarise the operation of our complaint's procedure over the last year. This report makes no recommendations that would result in changes to the operation of SSSC policies or procedures. Therefore, an EIA is not required as part of this report.

CONCLUSION

12. Council is asked to note our performance against performance indicators and endorse publication of report on our website.