

Complaints Procedure Review

Report to: Board

Date: 28 September 2017

Report by: Marie Paterson, Service Manager, Complaints and Inspection

Report No: B-20-2017

Agenda Item: 14

PURPOSE OF REPORT

To provide the Board with the new procedure for handling complaints and the timeline for changes to our complaint handling process.

RECOMMENDATIONS

That the Board:

1. Approves the introduction of the revised procedure for handling complaints that we receive about registered care services.

Version: 4.0	Status: <i>Final</i>	Date: 01/09/17
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Consultation Log

Who	Comment	Response	Changes Made as a Result/Action
Senior Management	SMT on 2 Aug		Amendments made and draft report.
Legal Services	In developing process and at SMT		
Corporate and Customer Services Directorate	Head of Customer Services User Support Co-ordinator		Amendments made and agreements on admin support
Committee Consultation (where appropriate)	Agreed in principle by the Complaints Committee Quality and Strategy Committee on 24 Aug 2017		Minor changes made
Partnership Forum Consultation (where appropriate)			
Other:	SPSO - Head of Complaints Standards Authority CI Communications Team		Comments given and amendments made in line with good practice. Plain English check completed and working to document design and launch plan.

Equality Impact Assessment

Confirm that Involvement and Equalities Team have been informed	YES <input type="checkbox"/>	NO <input type="checkbox"/>
EIA Carried Out	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
If yes, please attach the accompanying EIA and appendix and briefly outline the equality and diversity implications of this policy.		
If no, you are confirming that this report has been classified as an operational report and not a new policy or change to an existing policy (guidance, practice or procedure)	Name: Marie Paterson Position: Service Manager (Adult Services), Complaints and Inspection	
Authorised by Director	Name: R Okasha	Date: 1 September 2017

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1.0 BACKGROUND

The Public Services Reform (Scotland) Act 2010 places a duty on the Care Inspectorate to have in place a procedure for receiving information, concerns and investigating complaints, from members of the public or their representatives, about the care services they use. The Act requires us to have such a procedure even when the service provider has their own complaints procedure.

Our current complaints procedure was introduced by our predecessor organisation the Care Commission. We now need to develop the procedure to ensure that we meet our legislative requirements, target our resources appropriately to protect those at risk, while supporting improvement.

2.0 NEW COMPLAINT HANDLING PROCEDURE

Please see this attached as Appendix 1.

This is the public facing document, designed to be concise and hold relevant information for the public in a way that is user friendly for people.

The procedure is designed to be agile and not set to any system to support business transformation.

The SPSO has been consulted on the document.

We will develop new staff guidance following agreement of the procedures.

The main changes are:

- New definition of complaint to include care and support
- Risk pathway which introduces the options for front line resolution and provider resolution
- Post Investigation Review right for complained and complained against.

3.0 TIMELINE FOR IMPLEMENTATION

There are a number of actions that need to be progressed before we can implement the revised Complaints Procedure.

To advance this development, to consult on proposals and to prepare for implementation, the following steps are in place.

This enables us to ensure we have taken account of all changes to practice not only for complaints team but for inspection, contact centre and administration.

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Date	Action
December 2016	Develop Post Investigation Procedure Pilot of risk pathway for one week
February/March 2017	Public consultation on risk pathway and new complaint definition – via duty of candour presentations.
April 2017	LEAN review by Quality Scotland
May 2017	Write complaints procedure and develop evaluation tool.
June/July 2017	To have development sessions for all complaints staff Consultation with SPSO and Involving People Team Refine procedures from consultation and feedback and make final. Develop infrastructure to support procedure
August 2017	SMT sign off of new complaints procedure Pilot new risk assessment and ROC Develop staff procedure for admin and inspectors Provide input to Care Inspectorate staff on new procedure for complaint handling against care services Develop infrastructure to support procedure Communications team develops communication strategy for launch of new procedure.
September 2017	To evaluate pilot and amend procedure appropriately
October 2017	Public launch of new complaint handling procedure Staff events to ensure all ready for implementation
1 November 2017	Implement new procedure

4.0 CONCLUSION

The Board is asked to consider the contents of this report and to approve the new complaints handling procedure and timescale for implementation.

LIST OF APPENDICES

Appendix 1 Complaints Procedure