



Annual Report on Complaints Activity 2017-18

Report to: Board

Date: 27 September 2018

Report by: Rami Okasha, Executive Director of Strategy and Improvement
Ingrid Gilray, Intelligence and Analysis Manager
John McGurk, Information Analyst

Report No: B-63-2018

Agenda Item: 21

PURPOSE OF REPORT

To provide the Board and ultimately the public with statistical report on trends and patterns in complaints over the past four years.

RECOMMENDATIONS

That the Board:

1. Notes the contents of this report.

Version: 2.0	Status: FINAL	Date: 27/09/18
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Consultation Log

Who	Comment	Response	Changes Made as a Result/Action
Senior Management	Comments and amendments from R Okasha, K Mitchell, M Paterson		Report revised
Legal Services			
Corporate and Customer Services Directorate			
Committee Consultation (where appropriate)			
Partnership Forum Consultation (where appropriate)			
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: I Gilray Position: Intelligence and Analysis Manager		
Authorised by Director	Name: R Okasha	Date: 13/09/18	

Version: 2.0	Status:FINAL	Date: 27/09/18
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1.0 BACKGROUND

This will be the third annual report on complaints and presents trends in complaints received, registered and completed, alongside patterns and trends in the nature of the complaints we investigate about care services.

The introduction of the new complaints procedure in November 2017 has had an impact on the statistics presented, and this is noted where relevant in the report.

The report has been written as a public report and will be made available on our website in autumn 2018. Previous reports have proved popular – our last report was downloaded over 700 times from our website.

2.0 RESOURCE IMPLICATIONS

No additional resources implications arise from this report.

3.0 BENEFITS FOR PEOPLE WHO EXPERIENCE CARE

Robust and responsive complaints investigations allow people to experience better quality of care by finding solutions to problems, securing improvement, and identifying improvement which supports better outcomes generally, not just for the complainant. This detailed annual report on complaints will allow longer-term trends to be reported and analysed and the intelligence used in scrutiny and improvement activities.

4.0 CONCLUSION

The Board is invited to note the contents of this report.

LIST OF APPENDICES

Appendix 1 Complaints About Care Services in Scotland, 2014/15 – 2017/18

Version: 2.0	Status:FINAL	Date: 27/09/18
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