

Health and Social Care Integration Directorate

Integration and Reshaping Care Division



Mr David Cullum
Clerk, Local Government and Regeneration Committee
Room T3.40
The Scottish Parliament

9 May 2015

Dear David

Thank you for your letter of 9th March 2015 regarding handling of complaints under integration of health and social care. As the former Cabinet Secretary for Health and Wellbeing advised the Health and Sport Committee during consideration of the Public Bodies (Joint Working) (Scotland) Act 2014, Ministers are committed to ensuring that complaint-handling procedures are joined-up, fit for purpose, and provide a quick and fair response to people making a complaint.

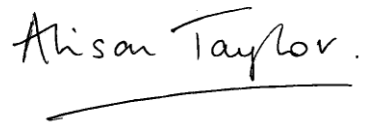
Under integration, Health Boards and Local Authorities remain the responsible bodies for delivering health and social care services. Complaints about service delivery will be dealt with through the existing statutory health and social work complaints procedures. Referral to the Scottish Public Services Ombudsman is the final stage in the complaint handling process, whether the complaint relates to a health or social work matter.

Health Boards and Local Authorities are required under the Public Bodies (Joint Working) (Integration Scheme) (Scotland) Regulations 2014 to set out within their Integration Schemes their arrangements for managing complaints relating to integrated service delivery, and the process by which a service user, or those complaining on behalf of a service user, may make a complaint.

You may also wish to note that Scottish Government officials have engaged with the Scottish Public Services Ombudsman and the Scottish Parliament Corporate Body on improving the social work complaints process specifically. We are working on a proposal to bring social work complaints into line with the Scottish Public Services Ombudsman's Model Complaints Handling Procedures.

We will continue to engage with the Scottish Public Services Ombudsman to ensure that these proposals are taken forward in close collaboration with them.

Yours sincerely

A handwritten signature in black ink that reads "Alison Taylor." The signature is written in a cursive style and is underlined with a single horizontal stroke.

Alison Taylor
Head of Strategy and Delivery
Integration and Reshaping Care Division