



The Scottish Parliament
Pàrlamaid na h-Alba

9 March 2015

Complaints Procedure following Integration of Health and Social Care

At its meeting on 4 March 2015, the Local Government and Regeneration Committee discussed the Complaints Procedure being set up following Integration of Health and Social Care.

The Committee are interested in the progress being made in relation to complaint handling following the integration of health and social care. Having noted the Cabinet Secretary's evidence on this matter during the passage of the Bill¹, and in particular the existence of a work system in this area, the Committee took evidence from the Ombudsman in January this year².

Concerns were noted around the role of the SPSO, the multiplicity of systems, standards and the failure to adopt the single complaint handling system used elsewhere across the public sector. Whilst noting a willingness to engage, the Ombudsman was concerned at the speed of progress and in particular the prospect of multiple systems and differing procedures under which the public could complain.

The Committee agreed to write to each of the bodies involved and the Scottish Government to seek a full update on progress towards the establishment of a single complaints system.

The Committee also agreed to write to the Scottish Government asking for clarification of the role of the SPSO in handling subsequent complaints arising from integration of Health and Social Care.

Upon receipt of a written response, the Committee will again consider progress and decide whether to invite relevant bodies to attend a formal evidence session. It would be helpful if you could respond by 8 April.

Yours sincerely

David Cullum

Clerk

Local Government and Regeneration Committee

¹ Health & Sport Committee, Official Report of meeting 1 October 2013, column 4422:

<http://www.scottish.parliament.uk/parliamentarybusiness/28862.aspx?r=9519&mode=pdf>

Local Government and Regeneration Committee, Official Report of meeting 7 January 2015:

² http://www.scottish.parliament.uk/parliamentarybusiness/28862.aspx?r=9710#.VP2HWZR_uQk