

Integration Joint Board Compliance statement and self-assessment

East Lothian Joint Board

Communications/Engagement
East Lothian Health and Social Care Partnership
Room 211
John Muir House
Brewery Park
Haddington EH41 3HA
Email: elhscp@eastlothian.gov.uk
Phone: 01620 827 755
Web: www.eastlothian.gov.uk/elhscp

This information on this pro forma must be provided to the Scottish Public Services Ombudsman's Complaints Standards Authority (CSA) as soon as the organisation adopts the model CHP, or by **3 July 2017** at the latest. Please send the completed form and an electronic copy of the CHP in Word format, to CSA@spsso.org.uk.

Please provide, **at Section 1**, confirmation that the organisation has adopted the CHP and has provided suitable information on the internet, or that the organisation will do so by 3 July 2017 at the latest.

At Section 2 please complete a self-assessment of your organisation's CHP, or draft CHP for implementation by 3 July 2017, against the requirements of the SPSO model CHP.

The CSA will assess the information provided by the organisation, and respond to indicate compliance or otherwise with the Scottish Government and Associated Public Bodies Model Complaints Handling Procedure.

SECTION 1 - Statement from Chief Officer of [NAME OF ORGANISATION].

	Please ✓
[The Organisation] has already adopted or will adopt the IJB's CHP from 3 July 2017, accompanied by appropriate customer information available on the internet.	✓

Please confirm the name of the Chief Officer:

David Small

.....

SECTION 2 - [NAME OF ORGANISATION] Self-assessment of compliance

Requirement of CHP	Met Yes/No	Comment
Does the CHP adopt the text and layout of the published model CHP, subject to necessary amendments, to reflect, for example, the organisational structure, operational processes and corporate style?	Yes	
Does the complainant facing CHP adopt the text and layout of the published model complainant facing CHP, subject to necessary amendments?	Yes	
Does the CHP include an appropriate foreword from the organisation's Chief Officer?	Yes	
Does the CHP provide an appropriate definition of a complaint?	Yes	
Does the CHP explain the types of issues which may be considered as a complaint?	Yes	
Does the CHP explain the types of issues which may not be considered through the CHP (for example, appeals, requests for service etc)?	Yes	
Does the CHP include appropriate guidance on handling anonymous complaints?	Yes	
Does the CHP clarify who can make a complaint?	Yes	
Does the CHP cover complaints involving HSCP services?	Yes	
Does the CHP cover complaints involving other organisations or contractors who provide a service on behalf of the organisation?	Yes	
Does the CHP explain how a complainant may make a complaint?	Yes	
Does the CHP explain the issues to be considered on the receipt of a complaint?	Yes	

Requirement of CHP	Met Yes/No	Comment
Does the CHP include the correct timeline at frontline resolution?	Yes	
Does the CHP explain the basis for an extension to the timeline at Frontline Resolution?	Yes	
Does the CHP explain the action to take in closing the complaint at the frontline resolution stage?	Yes	
Does the CHP explain when to escalate a complaint to the investigation stage?	Yes	
Does the CHP explain what to do when a complaint is received at the investigation stage?	Yes	
Does the CHP explain the requirement to acknowledge complaints within three working days at the investigation stage?	Yes	
Does the CHP explain the requirement to provide a full response to complaints within 20 working days at the investigation stage?	Yes	
Does the CHP explain the basis for an extension to the timeline at the investigation stage?	Yes	
Does the CHP explain the required action when closing the complaint at the investigation stage?	Yes	
Does the CHP explain the requirement to provide information about the SPSO at the conclusion of the investigation?	Yes	
Does the CHP explain the roles and responsibilities of all staff involved in complaints handling?	Yes	
Does the CHP cover complaints about senior staff?	Yes	
Does the CHP include the requirement to record all appropriate details in relation to the complaint?	Yes	

Requirement of CHP	Met Yes/No	Comment
Does the CHP commit to publishing complaints outcomes, trends and actions taken on a quarterly basis and reporting information on complaints to senior management regularly (and at least quarterly)?	Yes	
Does the CHP include the requirement to learn from complaints?	Yes	
Does the CHP include the requirement to report performance in handling complaints annually?	Yes	
Does the CHP refer to legal requirements in relation to confidentiality issues?	Yes	
Does the CHP refer to managing unacceptable behaviour?	Yes	
Does the CHP refer to support for the complainant?	Yes	
Does the CHP set a time limit of six months to consider the complaint, unless there are special circumstances for considering complaints beyond this time?	Yes	