

## **Comments, Compliments and Complaints System – Update noted.**

**5** With reference to the minutes of 4th December 2024 (Print 6, page 162) instructing officers to submit a report to a future meeting providing full details of the operational workings of the Granicus system, known as Contact Us, that was due to replace the current complaints handling recording system, and in particular how the system would integrate with other Council systems, there was submitted and noted said report by the Chief Executive, advising

- (1) of an overview of the Contact Us system that would replace Lagan, C4 system and Glasgow Life's in-house comments, compliments and enquiries system;
- (2) that the introduction of the Contact Us system would eliminate any inconsistencies and system limitations in producing reports on complaints received and resolved in the C4 system, with all complaints received being recorded as a single case, in line with Scottish Public Services Ombudsman's requirements;
- (3) that the system would be utilised across the Chief Executive's Department, Financial Services, Education Services, Neighbourhoods, Regeneration and Sustainability, Glasgow Health and Social Care Partnership and Glasgow Life with a target completion date of February 2026; and
- (4) of the process that had been followed to identify potential digital projects, secure approvals, and ensuring successful delivery and implementation.