

## **Complaints handling performance 2024/25 noted.**

**4** There was submitted a report by the Director of Communication and Corporate Governance regarding the Council family's complaints handling performance for the period from 1st April 2024 to 31st March 2025, advising

- (1) of the current Council family's complaints handling performance, which since April 2013, all Scottish Councils had been required to monitor and report on in terms of their Complaints Handling Procedure (CHP) against a suite of high level performance indicators to meet the Scottish Public Services Ombudsman (SPSO) statutory requirement;
- (2) that all core Council Services and ALEOs used the model CHP, which consisted of 3 stages, namely frontline resolution (Stage 1), investigation stage (Stage 2) and external review (Stage 3) where a referral was made to the SPSO, either by the complainant or the authority;
- (3) that currently complaints were recorded, tracked and managed by using a system called Lagan, which would be retired during 2025 and replaced by an integrated complaints recording solution called Granicus;
- (4) of the general trends and issues in 2024/25 for complaints handling, as summarised in the report;
- (5) of the complaints statistical data for 2024/25 that saw an overall increase in the number of complaints received about services provided by the Glasgow family of organisations, as detailed in the report;
- (6) of the shortfall in performance in terms of meeting timescales for responses to Stage 1 complaints, whilst performance at Stage 2 complaints was just above the national performance target; and
- (7) of the number and categories of complaints recorded against each Service and ALEO for 2024/25 and the comparative figures for 2023/24.

After consideration, the committee noted the complaints handling performance 2024/25.