Complaints handling performance 2023/24 noted - Instruction to Officers.

2 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 2023 to 31st March 2024, advising

(1) of the current Glasgow Family of organisations 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 Glasgow City 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 the present system of how complaints were categorised had been recognised as unsatisfactory and a new, streamlined system of categorisation, in conjunction with the Local Authority Complaint Handlers Network and the SPSO was currently in progress with the intention of being introduced in 2022, but had been postponed, pending the implementation of the new case handling system;

(4) of the general trends and issues in 2023/24 for complaints handling, as summarised in the report;

(5) of the complaints statistical data for 2023/24 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 indicating that an improvement was expected in this regard during 2024/25 as a result of a new IT complaints handling performance recording system being rolled out that would provide alerts and reminders to close off resolved complaints within the system; and

(7) of the number and categories of complaints recorded against each Service and ALEO for the period.

After consideration, the committee

(a) noted the complaints handling performance 2023-24; and

(b) instructed Officers to submit a report to a future meeting providing full details of the operational workings of the Granicus system that was due to replace the current complaints handling recording system, and in particluar how the system would integrate with other Council systems to include amongst others, the GEMS system used by Members Services.