Complaints handling performance 2025/26 noted.

3 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 2025 to 31st March 2026, 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) until 20th January 2026, complaints were tracked and managed by using a system called Lagan, and thereafter through the new integrated complaints recording solution called Granicus;

(4) of the general trends and issues in 2025/26 for complaints handling, as summarised in the report;

(5) of the complaints statistical data for 2025/26 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 both Stage 1 and Stage 2 complaints against the national performance target for 2025/26 and the comparative figures for 2024/25, as detailed in the report; and

(7) of the number and categories of complaints recorded against each Service and ALEO for 2025/26 and the comparative figures for 2024/25.

After consideration, the committee noted the complaints handling performance 2025/26.