Complaints handling performance 2021/22 noted.

2 There was submitted a report by the Chief Executive regarding the Council's complaints handling performance for the period from 1st April 2021 to 31st March 2022, 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, investigation stage and external review 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 was due to be introduced to allow for improved reporting, consistency, benchmarking and better management information;

(4) that slight changes to the model CHP had been introduced on 1st April 2020 and a new customer-facing guide to making a complaint had been published on the Council website;

(5) that contingency arrangements had been put in place to manage complaints during the pandemic with the Council website being updated to make it clear that there might be delays to responses as a result of staff being deployed to other frontline activities or absent;

(6) of the general trends and issues in 2021/22 for complaints handling, as summarised in the report;

(7) of the complaints statistical data for 2021/22 that saw a small overall increase in the number of complaints received about services provided by the Glasgow family of organisations; and

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

After consideration, the committee

(a) noted the report; and

(b) agreed that

(i) future reports should include a breakdown of the type of complaint by each service area;

(ii) future reports should include a comparison over the last few years of the type of complaints received and the timescales for dealing with them;

(iii) the Internal Audit report on Corporate Review: Complaint Handling, as then discussed be circulated to members; and

(iv) committee be updated on the progress being made in relation to new IT to assist with the complaints process.