Social care complaints annual report 2021/22 noted.

3 There was submitted and noted a report by the Chief Officer, Glasgow City Health and Social Care Partnership (HSCP) regarding complaints activity for social care complaints in the Glasgow City HSCP from 1st April 2021 to 31st March 2022,

(1) advising of complaints about social care services processed under the HSCP complaints procedure, which was scheduled to be replaced by a new Glasgow City Council Local Authority Complaints Handling Procedure that would continue to involve 3 stages of complaints;

(2) confirming that figures in the report had been given separately for social work (including homelessness) and care service complaints;

(3) advising that volumes of social work complaints had increased substantially in 2021/22, rising by 26% from 393 to 496 whereas care services complaints had fallen by 13% from 315 to 275;

(4) advising that although the number and proportion of homelessness complaints had fallen in the previous year, reversing a trend of the previous 3 years, the number of complaints had increased slightly this year, as detailed in the report; and

(5) detailing

(a) performance and timescales for the investigation of compalints; and

(b) in an appendix to the report, an analysis of complaints activity for the year, a summary of the main findings and relevant actions that were being taken or proposed to enhance the effectiveness of complaints management in 2021/22.