**Social care complaints annual report 2022-23 noted.**

**2** 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 2022 to 31st March 2023,

(1) advising

(a) of complaints about social care services processed under the HSCP complaints procedure that involved 3 stages of complaints;

(b) that the figures in the report had been reported separately for social work (including homelessness) and care service complaints (home care, residential and day care) as they were currently processed under 2 different information systems;

(c) that work on a solution to a fully integrated complaints procedure was currently ongoing; and

(d) that volumes of social work complaints in 2022-23 had increased slightly, rising by 6% from 494 in the previous year to 528, whereas care services complaints had fallen by 10.9% from 275 to 245; and

(2) detailing in an appendix to the report, the background and process for the complaints procedure, an analysis of complaints activity for the year and a summary of the main findings, service improvements and customer outcomes.