

Social care complaints annual report 2024/25 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 2024 to 31st March 2025,

- (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 (primarily home care) as they were currently processed under 2 different information systems;
 - (c) that development continued on an integrated complaints recording solution that had a 'go-live' date of 26th November 2025, with the introduction of a new complaints system anticipated to have a significant impact in terms of improving management information around all complaints;
 - (d) that volumes of social work complaints in 2024/25 had increased, rising by 14% from 676 in the previous year to 769, with care services complaints having decreased by 35% from 445 to 290; and
 - (e) that there has been little change in the distribution of Social Work complaints proportionately between the localities, with the most notable increase in complaints activity relating to Subject Access Request delays and Homelessness issues; 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 that included the client groups submitting complaints and a summary of the main findings, customer outcomes and service improvements.