

East Renfrewshire Integration Joint Board

Complaints Summary

2022/23: Quarter 4

Background

Complaints provide valuable feedback and opportunities for improvement. By recording and analysing complaints data, we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce improvements.

This summary report has been produced in line with the IJB Complaints handling procedure, part 4: Governance which sets out the requirements for reporting and publicising complaints information.

The SPSOs MCHP states that all organisations, even in the case of low complaint numbers or a nil return, must

- report at least quarterly to their Senior Management on the KPIs and analysis of the trends and outcomes of complaints
- publish on a quarterly basis information on complaints outcomes and actions taken to improve services, and
- publish an annual complaints performance report on their website in line with Part 4 of the MCHP.

Scope of Report

This report relates only to complaints against the Integration Joint Board for the period 1 January 2023 – 31 March 2023.

Complaints relating to the delivery of health or social care services are covered by separate complaint handling procedures.

Performance

During quarter 4, no complaints were received in relation to the Integration Joint Board.

Conclusions

As no complaints have been received there are no actions or learning points identified as a result.

An annual report for 2022/23 will be provided to the Integration Joint Board

East Renfrewshire Integration Joint Board

Complaints Summary

2022/23: Quarter 3

Background

Complaints provide valuable feedback and opportunities for improvement. By recording and analysing complaints data, we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce improvements.

This summary report has been produced in line with the IJB Complaints handling procedure, part 4: Governance which sets out the requirements for reporting and publicising complaints information.

The SPSOs MCHP states that all organisations, even in the case of low complaint numbers or a nil return, must

- report at least quarterly to their Senior Management on the KPIs and analysis of the trends and outcomes of complaints
- publish on a quarterly basis information on complaints outcomes and actions taken to improve services, and
- publish an annual complaints performance report on their website in line with Part 4 of the MCHP.

Scope of Report

This report relates only to complaints against the Integration Joint Board for the period 1 October 2022 - 31 December 2022.

Complaints relating to the delivery of health or social care services are covered by separate complaint handling procedures.

Performance

During quarter 3, no complaints were received in relation to the Integration Joint Board.

Conclusions

As no complaints have been received there are no actions or learning points identified as a result.

An annual report for 2022/23 will be provided to the Integration Joint Board at the end of the year.

East Renfrewshire Integration Joint Board

Complaints Summary

2022/23: Quarter 2

Background

Complaints provide valuable feedback and opportunities for improvement. By recording and analysing complaints data, we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce improvements.

This summary report has been produced in line with the IJB Complaints handling procedure, part 4: Governance which sets out the requirements for reporting and publicising complaints information.

The SPSOs MCHP states that all organisations, even in the case of low complaint numbers or a nil return, must

- report at least quarterly to their Senior Management on the KPIs and analysis of the trends and outcomes of complaints
- publish on a quarterly basis information on complaints outcomes and actions taken to improve services, and
- publish an annual complaints performance report on their website in line with Part 4 of the MCHP.

Scope of Report

This report relates only to complaints against the Integration Joint Board for the period 1 July 2022 – 30 September 2022.

Complaints relating to the delivery of health or social care services are covered by separate complaint handling procedures.

Performance

During quarter 2, no complaints were received in relation to the Integration Joint Board.

Conclusions

As no complaints have been received there are no actions or learning points identified as a result.

An annual report for 2022/23 will be provided to the Integration Joint Board at the end of the year.

East Renfrewshire Integration Joint Board

Complaints Summary

2022/23: Quarter 1

Background

Complaints provide valuable feedback and opportunities for improvement. By recording and analysing complaints data, we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce improvements.

This summary report has been produced in line with the IJB Complaints handling procedure, part 4: Governance which sets out the requirements for reporting and publicising complaints information.

The SPSOs MCHP states that all organisations, even in the case of low complaint numbers or a nil return, must

- report at least quarterly to their Senior Management on the KPIs and analysis of the trends and outcomes of complaints
- publish on a quarterly basis information on complaints outcomes and actions taken to improve services, and
- publish an annual complaints performance report on their website in line with Part 4 of the MCHP.

Scope of Report

This report relates only to complaints against the Integration Joint Board for the period 1 April 2022 – 31 July 2022.

Complaints relating to the delivery of health or social care services are covered by separate complaint handling procedures.

Performance

During quarter 1, no complaints were received in relation to the Integration Joint Board.

Conclusions

As no complaints have been received there are no actions or learning points identified as a result.

An annual report for 2022/23 will be provided to the Integration Joint Board at the end of the year.