

## **VJB46. COMPLAINTS HANDLING PROCEDURE**

The Board considered a Report by the Acting Assessor & Electoral Registration Officer which submitted for approval a revised complaints handling procedure.

The Public Services Reform (Scotland) Act 2010 gave the Scottish Public Services Ombudsman (SPSO) the authority to lead the development of simplified and standardised complaints handling procedures across the public sector. The SPSO has produced a Model Complaints Handling Procedure which has been used as a basis for the revision to the Board's existing procedure.

Discussion took place on the difference between the existing Policy and the revised version.

### **Decision**

**The Board approved the new complaints procedure and noted that it would be submitted to the SPSO for formal recognition.**