

IJB44. IJB Revised Model Complaints Handling Procedure

The Integration Joint Board considered a report by the Senior Service Manager providing a draft updated Board Complaints Handling Procedure for approval and which was in response to correspondence received from the Scottish Public Services Ombudsman (SPSO) and the requirement to adopt a revised model Complaints Handling Procedure (CHP).

Decision

The Integration Joint Board approved the draft IJB Complaints Handling Procedure for immediate implementation.