



Model CHP: What has changed (and what has not)?

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MCHP: What has **not** changed?

- 2 stages



- Process



- Timeframes*





MCHP: What is **new**?

- Resolution
- Making complaints work for everyone
- Other new content:
 - Agreeing the complaint (stage 2)
 - Complaints made via social media
 - Performance indicators



Resolution

upheld / not upheld / **resolved**

*A complaint is **resolved** when both [the organisation] and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.*



Resolution: examples



Mrs B says the workman didn't turn up to fix her door. We can offer an appointment for this afternoon.

Mr and Mrs C's child is struggling to adapt to school (P1) and they feel the school is not interested in helping them.





Resolution: what happens?



- No requirement for detailed response



- Complainant must still be signposted to the next stage



- May still need to look into the matter...



Alternative resolution approaches





Resolution: still confused?



*Quick guide to the MCHP:
What do we mean by resolution?*

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Handled well, complaints provide a low cost and important source of feedback and learning for organisations to help drive improvement and restore a positive relationship with customers who feel let down by poor service. Handled badly, they erode public confidence and trust in public services.

Adopting good practice in complaints handling has real benefits. That's why we are supporting public service

How to handle complaints (Model Complaints Handling Procedures)



How we offer support and guidance



Training





Making complaints work for everyone: Supporting the customer

Equalities

Examples of how we will meet our legal duties are: *[The types of reasonable adjustments organisations may need to provide will depend on the organisation's services and customer base, and organisations should carefully consider what to include in their own CHP. As part of this, organisations may need to conduct an Equality Impact Assessment. Examples of actions could include:*

In addition to our legal duties, we will seek to ensure that we support vulnerable groups in accessing our complaints procedure. Actions that we may take include: *[Organisations should go beyond equality legislation in considering more widely what factors may impact on people's access to complaint handling (for example, bereavement or homelessness). There may also be users (or a specific group of users) who are subject to additional barriers to raising a complaint which goes beyond the support required for accessing day to day services. For*

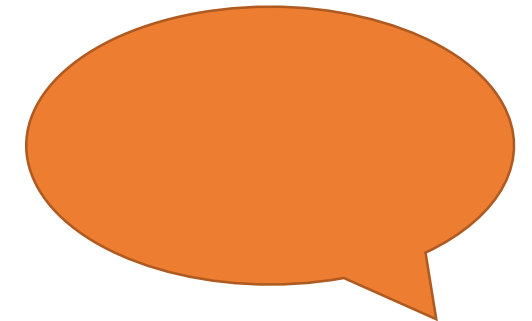
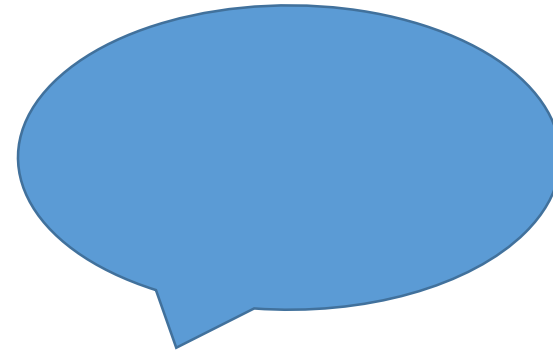
Reasonable adjustments

Vulnerable groups



Making complaints work for everyone: Supporting **staff**

- Share the complaint with staff involved
- Signpost to support and information (stage 2)
- Keep staff updated (as well as the complainant!)
- Share relevant parts of the complaint response





Making complaints work for everyone:

Expected behaviours

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MCHP: other changes



- Agreeing the complaint (stage 2)



- Complaints via social media



- Performance indicators



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