Public Services Reform (Social Work Complaints Procedure) (Scotland) Order

Dundee City Council

1. Do you support the new regulations?

As per our consultation response in December 2015 we do support the new regulations.

2. What are your views on Local Authority Complaints Review Committees being replaced?

As we responded in the consultation we do agree with this proposal. It would be useful to be given further information about how the SPSO plan to review the complaints that are referred to them. Will there be meetings with the complainant and local authority where both given evidence (similar to a CRC), or will it be a paper based review of submitted evidence.

3. What are your views on the SPSO being given a new role to investigate social work complaints?

We would welcome further information as to whether the SPSO will make recommendations that overturn decisions, and whether this will have resource implications for Local Authorities.

4. What are your views on the SPSO being given a remit to consider the professionals judgement of social work staff?

As above, we would welcome further information as to whether the SPSO will make recommendations that overturn decisions, and whether this will have resource implications for Local Authorities.

5. What are your views on how these proposals relate to the approach currently taken to complaints relating to the NHS and the consideration of complaints relating to Integrated Joint Boards?

We haven’t yet had guidance from the Scottish Government about how complaints about the IJB should be handled. We might assume that the revised Social Work Complaints process, NHS Complaints process and IJB Complaints process will all follow a model complaint handling process, in which case that would be helpful and ensure clarity for complainants.

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