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

NHS Lothian

The request for comments on the above Order has been circulated to colleagues within NHS Lothian and our response is detailed below:

1. **Do you support the new regulations?**

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

   Yes, in part. However, do not support the SPSO extending their remit to consider professional judgement for social work complaints. As I understand the current situation social workers are professionally regulated by the Scottish Social Council, as this is a devolved matter so there are other regulators for the other parts of the UK.

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

   No comment to make on this matter

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

   Content to see the SPSO powers extend to social work complaints.

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

   This requires further discussion between NHS Lothian and our four partner Integrated Joint Boards in this area. In the meantime we do have arrangements in place for dealing with complaints across the Health Board and the four Local Authorities.

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