

## Model CHPs: Key changes by 1 April 2021

The changes outlined below are applicable to **all sectors except NHS**. These are changes to the core text of the revised Model Complaints Handling Procedures (MCHP), which is consistent across all sectors except NHS.

### Structure and presentation

- Core text standardised across all sectors (with additional sector-specific text and examples in each version)
- Presented in five parts to make relevant information easier to find
- Social work and Local Authority MCHPs combined

### Resolving complaints

- Organisations may **resolve** a complaint by agreeing any action to be taken with the customer, without making a decision on whether to uphold / not uphold
- There must be a clear record of the resolution agreed and signposting to next stage

### Agreeing complaint and outcome sought at stage 2

- Organisations must agree the points of complaint and outcome sought with the complainant at the start of stage 2 (investigation)
- Where the points of complaint and outcome sought are clear, this can be done by setting these out in the complaint acknowledgement letter

### Time limit for making complaints

- The six-month timeframe to make a complaint also now applies where the customer wishes to escalate to Stage 2 because they are unhappy with the Stage 1 response

### Supporting staff

- Organisations must share relevant parts of the complaint and response with any staff members complained about
- At stage 2, staff members must be given information about the complaint process and support available, and kept updated on any timeframe extensions

### Equality and accessibility

- Organisations should set out what kind of actions staff may take to support equal access to the complaints process (including for vulnerable groups)
- Organisations will customise this section to reflect local context

## **Complaints on social media (and other digital platforms)**

- As a minimum, organisations must respond to complaints on the organisation's own social media channels by signposting to the complaint process and support available
- Organisations will customise this section to reflect local policy and approach

## **Contact from MPs/MSPs**

- Organisations can set out details of local procedures but must ensure they comply with relevant legislation
- Where a complaint is brought by an MP/MSP, the organisation must handle it in line with the CHP and ensure they do **not** operate a two-tier system

## **Performance indicators**

- Organisations to report and publish on complaint statistics in line with performance indicators published by the SPSO
- These are currently being developed, and will include core performance indicators applicable to all sectors (similar to those released in the draft MCHP)
- Additional performance indicators to support benchmarking are being developed for some sectors (LA, FE and housing) in consultation with those sectors' complaint handling networks