

SPSO Scottish
Public
Services
Ombudsman

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29 November 2017

CONFIDENTIAL

Ms Janice Hewitt
Chief Officer
North Lanarkshire HSCP
CiviCentre
Windmillhill
Motherwell
ML1 1AB

Dear Ms Hewitt,

Compliance with the Scottish Government and Associated Public Authorities Model Complaints Handling Procedure

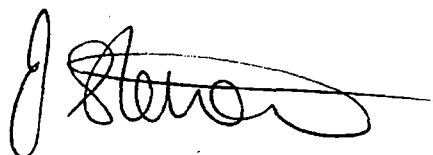
Thank you for providing me with your Integration Joint Board (IJB) Complaints Handling Procedure (CHP), together with your statement of compliance and self-assessment of compliance.

I have assessed your CHP against the requirements of the Scottish Government and Associated Public Authorities Model CHP. The IJB template CHP was developed from this Model CHP, and both have been used as the standard on which to base our assessment. North Lanarkshire IJB has been assessed as:

Fully compliant with the requirements of the Scottish Government and Associated Public Authorities Model CHP.

Ongoing compliance will be monitored by the SPSO, in conjunction with existing reporting mechanisms.

Yours sincerely



John Stevenson
Head of Complaints Standards Authority