



Midlothian Integration
Joint Board

Complaints report 2025

This report covers complaints received in relation to Midlothian Integration Joint Board between January and December 2025.

Complaints provide valuable feedback and opportunities for improvement.

Timely resolution

All complaints were managed in accordance with our procedures and statutory obligations. Each case was addressed within the prescribed timescales, ensuring compliance with Scottish Public Services Ombudsmen Model Complaints Handling Procedure and our Complaints Handling Procedure.

Responses issued

Formal written responses were issued to all complainants, setting out the rationale for the decisions taken and demonstrating transparency in the decision-making process.

Right of Appeal

In line with best practice and regulatory requirements, complainants were advised of their right to appeal where a complaint was not upheld.

Number of complaints

Stage 1

- 5 recorded cases

Stage 2

- 1 case progressed

Outcomes

- 0 complaints upheld

Summary of themes

- The complaints were primarily concerned with financial decisions taken by Midlothian Integration Joint Board.
- These complaints were from stakeholders and individuals who access services regarding the allocation of resources and the wider implications of financial planning decisions.
- Concerns were raised about the potential impact of these decisions on service delivery and, in particular on individuals who access these services.