

Report to:	QSMTM
Report by:	Liz Brown
Meeting Date:	14 November 2018
Subject/ Title: (and VC no)	Report on Service Standards VC109119
Attached Papers (title and VC no)	2018-19 Record of Compliments VC100908 2018-19 Record of Complaints VC109124

Purpose of report

1. The purpose of this report is to:
 - (i) review compliments recorded in the period 1 April 2018 – 30 September 2018; and
 - (ii) review complaints received in the period 1 April 2018 – 30 September 2018.

Recommendation and actions

2. I recommend:
 - (i) the SMT notes the report.
 - (ii) the committee report is published in full but the attached papers:
 - 2018-19 Record of Compliments VC100908 and
 - 2018-19 Record of Complaints VC109124
 are not published.
 - (iii) an email is sent reminding staff to record compliments in the spreadsheet.

Executive summary

Record of compliments 01/04/18- 30/09/18

3. 21 compliments have been recorded in the first 6 months of the year which is 53% fewer than those recorded in the first half of 2017-18 (45 compliments).
4. The compliments cover a number of areas:
 - prompt, comprehensive responses;
 - professionalism & fairness;
 - promotional work outside the office.

5. The attached spreadsheet provides full details.

Record of complaints 01/04/18- 30/09/18

6. 6 complaints have been recorded in the first 6 months of the year. Only 1 was recorded in the first half of 2017-18.

7. 2 were closed at Frontline Resolution and 4 at Investigation.
8. The attached spreadsheet provides full details.

Risk impact

3. The provision of a high quality service is implicit across our policies and procedures. A failure to provide a high quality service would have an adverse impact on the Commissioner's reputation.
4. The current residual assessment for Risk 10 (Operational Risk Register) remains appropriate as this risk takes into account a range of policies and procedures and not only procedures relating to complaints.

Equalities impact

5. None identified.

Privacy impact

6. None identified.

Resources impact

7. None identified.

Operational/ strategic plan impact

8. None identified.

Records management impact (including any key documents actions)

9. None identified.

Consultation and Communication

10. There a fewer compliments in the first half of the year – as a report on our service is included in the Annual Report I would recommend sending an email to all staff reminding them that details of compliments received should be added to the compliments spreadsheet.

Publication

16. I recommend that this committee report is published in full but the attached papers
 - 2018-19 Record of Compliments VC100908 and
 - 2018-19 Record of Complaints VC109124are not published as section 38(1)(b) applies.