

Complaints Overview 2018/19

Quarter 3

Ruth Dowden
Head of Information Governance

2-Stage Complaints Procedure



Stage 1

- Direct contact with complainant from service
- Better service engagement
- A better quality investigation
- Detailed response
- Head of Service or Divisional Director sign off

2-Stage Complaints Procedure



Stage 2

- Review Stage 1
- Contact with complainant
- Faster end to end process
- Chief Executive oversight
- Escalation rate 8%,
- Impact on caseload and completion time.



Year to date – April – December 2019

- Stage 1 completed in time steady response rate around 91%
- Stage 2 completed in time year to date 60%
 - Sept 55%,
 - December 63%

Year to date April to December 2019 (YTD)





Stage 2 volume and escalation



Volume Escalation Rate

• YTD 239 8.5%

December 38 12%

Complaints December 2019





Ombudsman



- Ombudsman comments on responsiveness
 - Initial enquiries
 - Formal investigation
 - Monitoring of redress



Future Work

Ombudsman Pilot January to June 2020

LGO liaison officer:

- Closer liaison
- Difficult cases
- Engage Senior Leadership Team
- Train staff key areas
- Develop specific seminars



Future Work

- Quality Review analyse response letters, lessons learnt
- Training Offer investigation skills and writing a response
- Continue review of complaints with highest escalation or upheld rates
- Monitoring case work
- Members Enquiries



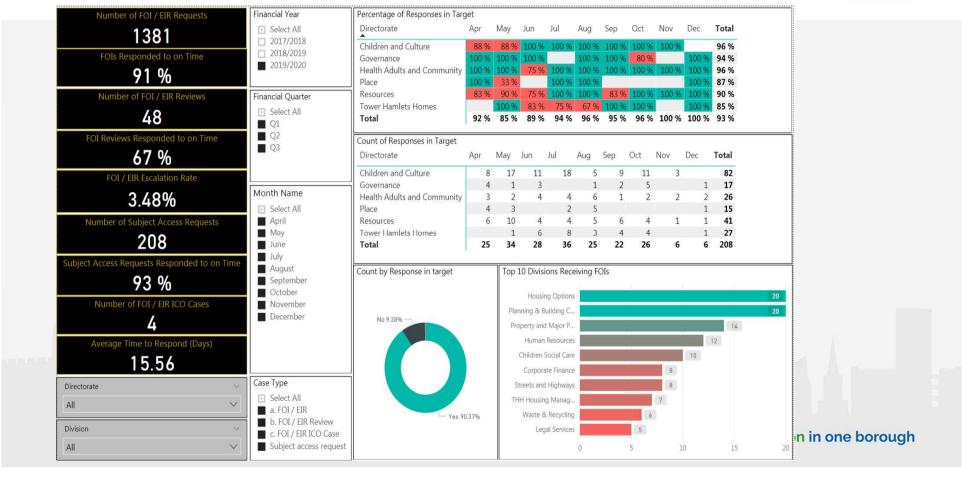
FOI / Transparency

- Year to date FOI 91% completed in time,
- Internal Reviews 67% completed in time
- Escalation 3.5%

- December FOI responses 100% completed in time
- Internal Reviews 75% completed in time

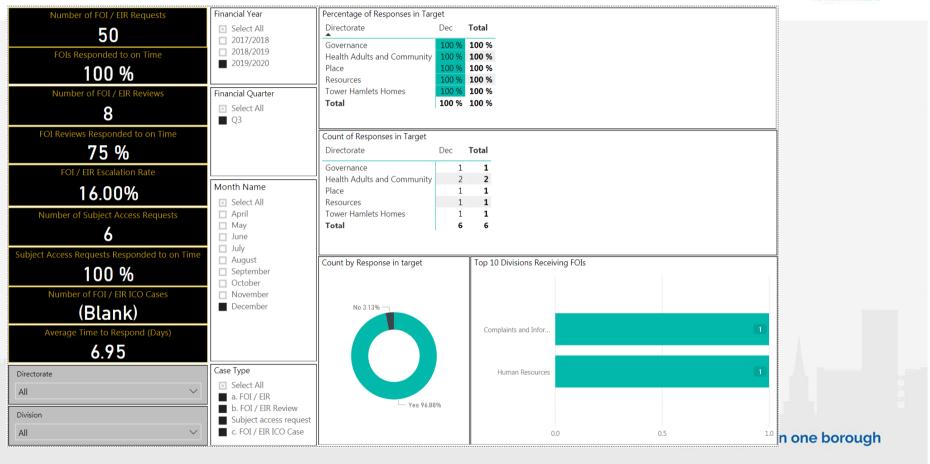
Year to date April to December 2019





FOI December 2019





Transparency



Mandatory publication

- FOI Responses
- Transparency code
- Publication Scheme

Challenge

Services proactive publication – next steps