

Report to:	QSMTM
Report by:	Liz Brown
Meeting Date:	2 November 2017
Subject/ Title: (and VC no)	Report on Service Standards VC101400
Attached Papers (title and VC no)	2017-18 Record of Compliments VC86726 2017-18 Record of Complaints VC101397

Purpose of report

1. The purpose of this report is to:
 - (i) review compliments recorded in the period 1 April 2017 – 31 March 2018; and
 - (ii) review complaints received in the period 1 April 2017 – 31 March 2018.

Recommendation and actions

2. I recommend
 - (i) the SMT notes the report
 - (ii) the report is published in full but the attached papers (2017-18 Record of Compliments VC86726 and 2017-18 Record of Complaints VC101397) are not published.

Executive summary

Record of Compliments 01/04/17- 31/03/18

3. 83 compliments have been recorded this year (total for 2016-17 – 68 compliments).
4. A wide range of staff have been complimented on topics including prompt responses, good working relationships, quality of responses given, standard of work and website development.
5. The attached spreadsheet provides full details.

Complaints 01/04/17- 31/03/18

6. 7 complaints have been recorded this year (total for 2016-17 - 11 complaints).
7. 4 were closed at Frontline Resolution and 3 at Investigation
8. The attached spreadsheet provides full details.

Risk impact

14. 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.
15. 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

16. None identified.

Resources impact

17. None identified.

Operational/ strategic plan impact

18. None.

Records management impact (including any key documents actions)

19. None

Consultation and Communication

20. None at this stage - a report on service is included in the Annual Report & Accounts.

Publication

21. This committee report should be published in full but the attached a papers (2017-18 Record of Compliments VC86726 and 2017-18 Record of Complaints VC101397) are not published