

Report to:	QSMTM
Report by:	HOCS / FAM (Liz Brown)
Meeting Date:	07 November 2019
Subject/ Title: (and VC no)	Report on Service Standards VC125687
Attached Papers (title and VC no)	2019-20 Record of compliments VC116378 2019-20 Record of complaints VC125697

Purpose of report

1. This report is required under the Governance Reporting Arrangements and its purpose is to provide information to the Senior Management Team (SMT) on:
 - (i) the compliments recorded in the period 1 April 2019 – 30 September 2019; and
 - (ii) the complaints received and how they have been dealt with in the period 1 April 2019 – 30 September 2019.

Recommendation and actions

2. I recommend that the SMT:
 - (i) notes the report
 - (ii) agree the publication actions set out below in paragraph 20

Executive summary

Compliments Q1 and Q2 - 01/04/19- 30/09/19

3. 40 compliments have been recorded in the first 6 months of the year which is a 90% increase on those recorded in the first half of 2018-19 (21 compliments).
4. This is largely due to an increase in the number of compliments from public authorities, and Registered Social Landlords.
5. Other compliments cover a number of areas:
 - expressions of thanks from applicants
 - enquiries service
 - other promotional work outside the office and @FOIScotland
6. A copy of the 2019-20 Record of compliments is attached.

Complaints Q1 and Q2 - 01/04/19- 30/09/19

7. There have been 6 complaints recorded in Q1 and Q2 (2018-19 – 6 in Q1 and Q2) which have been resolved and investigated as follows:

8.

Frontline Resolution	1
Investigation - upheld	0
Investigation – not upheld	2
Investigation - carried forward to Q3/Q4	3

9. A copy of the 2019-20 Record of complaints is attached.

Risk impact

10. The provision of a high quality service is implicit across our policies and procedures.
11. A failure to provide a high quality service would have an adverse impact on the Commissioner's reputation.
12. Risk 10 (Operational Risk Register) takes into account a range of policies and procedures including procedures relating to enquiries and complaints.

Equalities impact

13. None identified from this report.
14. Any equalities issues that arise during the resolution and/or investigation of a complaint are taken into account and dealt with in accordance with the public sector equality duty.

Privacy impact

15. As regards complaints, appropriate file procedures are in place to ensure that personal data is handled appropriately and confidentiality is maintained.
16. As regards compliments, I am considering whether the personal data (names of persons making compliments and any corresponding identifier details) should be omitted from the spreadsheet that is kept in VC and I will update the SMT when this work is done.

Resources impact

17. None identified from this report.

Operational/ strategic plan impact

18. None identified from this report.

Records management impact (including any key documents actions)

19. None identified from this report. The Complaints Handling Procedures are under review by HOCS, the Responsible Manager.

Consultation and Communication

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

Publication

21. I recommend that this committee report is published in full but the attached papers:

- 2019-20 Record of Compliments VC116378 and
- 2019-20 Record of Complaints VC125697

are not published on the grounds that if a request for this information were to be made under the Freedom of Information (Scotland) Act 2002 section 38(1)(b) would apply.