

**SENATE COMPLAINTS SCRUTINY ACTION PLAN - APRIL 2011**

<b>Action</b>	<b>SPIRIT</b>	<b>Start Date</b>	<b>End Date</b>	<b>Lead Officer</b>	<b>Outcomes for Customers</b>	<b>Success Factors (from delivery plan)</b>	<b>Strategic Risk Register Reference</b>	<b>Milestone Progress Reports To:</b>
To develop and implement an online complaint tracking system for customers	S	11/04/11	31/10/11	James Allan	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
To review the Feedback Policy defining what constitutes a complaint and what constitutes a service failure	S	11/04/11	31/08/11	Rebecca Chambers	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Implement a detailed pro forma to record all actions taken during resolution of complaint	S	27/04/11	30/03/12	Jayne Bury	Provide an excellent customer experience Be an increasingly efficient organisation	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Implement a separate pro -forma detailing relevant profiling information to be attached to complaint pro formas.	S	27/04/11	31/05/11	Jayne Bury	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Develop and deliver a mandatory programme of training for complaints	S	27/04/11	30/03/12	Margaret Connor	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Develop and implement a means of assessing complaint handling to be linked to 1:1s and/or appraisal				Sarah Henders on	Be an increasingly efficient organisation			
Identify and gain an appropriate accreditation for responding to complaints	S	27/04/11	31/03/12	Margaret Connor	Provide an excellent customer experience	High level of customer satisfaction with	10	L & D Cmtte, Customer Panel, Senate

						all services		
Develop and implement a robust procedure for quality assurance of all correspondence in relation to complaints	S	27/04/11	30/03/12	Jayne Bury	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Introduce an automatically generated acknowledgement and thank you for comments or compliments received via the web	S	27/04/11	30/03/12	James Allan	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Develop and implement a triage service to resolve complaints at first point of contact	S	27/04/11	30/03/12	Jayne Bury	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Implement a trigger mechanism to ensure complaints are regularly reviewed and progressed	S	27/04/11	30/06/11	Jayne Bury	Provide an excellent customer.	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Develop and implement a vexatious complainant policy	S	27/04/11	30/08/11	Margaret Connor	Provide an excellent customer.	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Establish a customer complaint panels to review stage three complaints	S	27/04/11	31/12/11	Ken Morton	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Establish a mechanism to ensure customer panels monitor the amounts of compensation awarded	S	27/04/11	30/06/11	Ken Morton	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate

Review process in relation to managing stage three complaints	S	27/04/11	30/08/11	Margaret Connor	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Review the process to ensure officers are empowered to resolve complaints at first point of contact	S	27/04/11	30/03/12	Margaret Connor	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Implement a procedure to record Elected Members and MP enquiries	S	27/04/11	30/08/11	Jayne Bury	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Undertake a feasibility study to establish a dedicated customer care team responsible for administering complaints and other feedback.	S	27/04/11	30/03/12	Margaret Connor	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate
Implement a process for customer panels to monitor complaints on a monthly basis.	S	27/04/11	30/06/11	Margaret Connor	Provide an excellent customer experience	High level of customer satisfaction with all services	10	L & D Cmtte, Customer Panel, Senate