

Title of Review topic	
Complaints Policy and Procedure	
Objectives	
What does the Board/Task and Finish Group hope to achieve by considering the topic?	Production of a new Complaints Policy and Procedure that delivers a consistent approach to dealing with complaints across the Council.
What will be the indicators of success?	A new policy and process supported by Members and implemented
When will the review be evaluated?	12 months after data is available to demonstrate impact
Methodology	
What will be included in the scope of the review?	Council complaints, covering all service areas
What will be excluded from the scope?	Discussion about potential digital systems/solutions. The process needs to be developed and improved, then a Customer Relationship Management system will be developed that meets the requirements of the policy and procedure.
Does the review link with any existing strategies or policies? Is this currently being reviewed/refreshed?	Work is currently being developed to improve the system. The T&F group provides Members with an opportunity to be involved.
Methodology	
How will the review be carried out? e.g. surveys, site visits, select committees etc.	Officers developing the work in co-production with Members
Barriers and Risks	
What are the barriers and risks to the review?	The current financial position of the Council is always a risk and barrier to the development of new policy. However, within the context of potential savings targets, any new solutions need to be with current budgets or offer a saving
How can these be managed/overcome?	Any new solutions need to be with current budgets or offer a saving
Equality and Diversity	
Does the review have any potential implications for Equality and Diversity? (race, gender (including transgender), disability, sexual orientation, age, religion or belief, poverty, looked after children)	Members have requested that particular focus is given to those communities that experience digital exclusion
Timescales and reporting procedure	
List any key dates/events which might impact on the timescales of the review	
Anticipated number of meetings	3-4
Scrutiny Board portfolio	Scruco
Cabinet Member portfolio	Cabinet Member for Strategic Finance and Resources
Anticipated reporting date to Scrutiny Board	Next municipal year – 2024 – interim report to Scruco March 2024.
Comms involvement	
Task and Finish Group Members	N Akhtar, Ali, Gardiner, R Singh, Thomas