

<b>Report to:</b>	QSMTM Q2 2024-25
<b>Report by:</b>	Liz Brown, Finance and Administration Manager (FAM)
<b>Meeting Date:</b>	13 November 2024
<b>Subject/ Title:</b> (and VC no)	Report on Service Standards 2024-25 VC217886
<b>Attached Papers</b> (title and VC no)	N/A

## Purpose of report

---

1. The purpose of this Committee Report (CR) is to provide assurance on the quality of our service provision, including:
  - number of compliments received
  - number of complaints received and their outcomes

## Recommendation and actions

---

2. It is recommended that:
  - the SMT notes the CR
  - the SMT agree to publish this CR in full.

## Executive summary

---

### Compliments 2024-25

3. Each financial year we record the compliments that we have received about our services.
4. In 2024-25 Q1 and Q2 we recorded 59 compliments, a 17% decrease on the number received in 2023-24 Q1 and Q2.
5. There are no service standards or targets relating to compliments
6. The majority of compliments came from applicants (33), enquirers (16) and public authorities (9). 1 also came from an applicant who had made a complaint.
7. We were thanked for a number of aspects of our work, mainly:
  - helpful, professional assistance with appeals (at validation and investigation stage)
  - Prompt, clear responses to enquiries

### Complaints 2024-25

8. We value all complaints, treat them seriously and take the appropriate action in accordance with the Complaints Handling Procedures (CHP).
9. For 2024-25 Q1 and Q2, the relevant statistics for complaints received and responded to under the CHP are set out in the tables below:

Stage 1 Frontline Response Received

	2023-24 Total	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2024-25 Total
Total received	4	3	0			3

Stage 2 Escalation <sup>1</sup> Received

	2023-24 Total	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2024-25 Total
Total received	2	1	0			1

Stage 2 Investigation Received

	2023-24 Total	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2024-25 Total
Total received	1	2	0			2

*Response time targets:*

10. All complaints at Stage 1 and Stage 2 met the response time targets.

Stage 1 Frontline Response Closed

	Total	Target	Met
No of cases closed	3		
No of cases closed ≤ 5 days	3		
% closed in ≤ 5 days	100%	100%	Y

Stage 2 Escalation Closed

	Total	Target	Met
No of cases closed	1		
No of cases closed ≤ 20 days	1		
% closed in ≤ 20 days	100%	100%	Y

Stage 2 Investigation Closed

	Total	Target	Met
No of cases closed	2		
No of cases closed ≤ 20 days	2		
% closed in ≤ 20 days	100%	100%	Y

<sup>1</sup> Escalated complaints are those that have been considered at Stage 1 and then have either moved to Stage 2 at the complainant's request (because the complainant was unhappy with the response at Stage 1) or because they have exceeded the maximum of 5 working days at Stage 1 and, therefore, have automatically been moved to Stage 2

11. No complaints were open as at 30 September 2024.

*Outcome targets:*

Stage 1 Frontline Response Outcome

	Total	%	Target	Met
Upheld	1	33%	less than 15%	No
Partially upheld	-	-	less than 15%	-
Not upheld	1	33%	60%	No
Resolved	1	33%	10%	Yes

Stage 2 Escalation & Investigation Outcome

	Total	%	Target	Met
Upheld	-	-	less than 15%	-
Partially upheld	1	33%	less than 15%	N
Not upheld	2	66%	65%	Y
Resolved	-	-	5%	-

12. The outcome response targets, in effect, are annual targets and will also be reported on annually. The quarterly reporting helps us to monitor these targets throughout the reporting year.
13. Even though the number of complaints is small, we are committed to improving our service as a result of learning from these complaints and addressing any systematic issues that may be identified.

## **Risk impact**

---

14. The CHP seeks to resolve dissatisfaction about any aspect of our service as close as possible to the point at which the complaint arises and, where appropriate, to conduct a thorough, impartial and fair investigation of the complaint so an evidence-based decision on the facts of the case can be made. A failure to respond to and manage complaints in accordance with our CHP is likely to have an adverse impact on the Commissioner's reputation and could result in referrals to the SPSO and the CHP helps to mitigate this risk.

## **Equalities impact**

---

15. There is no direct impact identified.

## **Privacy impact**

---

16. There is no direct impact identified.

### **Resources impact**

---

17. None identified.

### **Operational/ strategic plan impact**

---

18. None identified.

### **Records management impact (including any key documents actions)**

---

19. None.

### **Consultation and Communication**

---

20. QSMTM Q2 minute.

21. A service standards report is included in the Annual Report.

### **Publication**

---

22. I recommend that this CR is published in full.