

AGENDA ITEM: 7

Draft Scoping Paper for
Complaints To Services

To be considered by an Adult Services OSC Working Group

<p><u>Purpose</u></p>	<ul style="list-style-type: none"> • To understand the nature of complaints to adult services • To identify trends in complaint to adult social care, adult learning and to libraries & museums services • To determine whether there are any issues that the Committee may wish to investigate at a further date
<p><u>Why this issue?</u></p>	<ul style="list-style-type: none"> • An analysis of complaints is a useful tool in assessing customer satisfaction and identifying potential inequalities with services
<p><u>Methodology</u></p>	<ul style="list-style-type: none"> • Meetings with service representatives and the County Council complaints officer to understand: <ul style="list-style-type: none"> ○ The process of recording and dealing with complaints ○ The type of complaints received by the various services ○ Any trends or major issues relating to complaints • Report back to the Committee on the issues that have been heard and any recommendations for future work
<p><u>Timetable</u></p>	<ul style="list-style-type: none"> • Agree scoping and establish the membership of the working group at the OSC on 13 July 2005 • Meet with complaints officers: <ul style="list-style-type: none"> ○ Museums: 10am on 20 Sept ○ BCC Complaints Officer: 10am on 21 Sept ○ Adult Learning: 10am on 23 Sept ○ Libraries: 10am on 27 Sept ○ Adult Social Care: 10am on 28 Sept • Meet to agree format and content of feedback to OSC after meeting on 28 Sept • Report back to Committee: October 2005