

**Report to:** The Executive Board  
**Month:** October 2008  
**From:** Fiona Paterson  
**For:** Noting and Discussion  
**Subject:** Service Delivery Complaints – Quarter 2  
**Status:** Open

**1. Purpose**

To provide the Executive Board with a summary of the nature and outcome of service delivery complaints received by the SPSO in the second quarter of 2008-09 and any learning that has resulted from these complaints.

**2. Contribution to the Business Plan**

Strategic objective 1 – to provide a high quality, independent complaint handling service.

**3. Key points**

Service delivery complaints (SDCs) during the second quarter of 2008-09 were determined under the interim Service Delivery Process. This interim process is currently under review by the Ombudsman and Director of Investigations with a paper for the Board’s consideration tabled at this meeting.

Four SDCs were recorded in this quarter. Of these, two complaints have been determined and two are ongoing. A third ongoing complaint remains from quarter one. The main reasons for complaint were issues relating to delay and communication. Of the two complaints determined, one was partly upheld in relation to the delay in handling the case and one was not upheld.

**Learning from Service Quality Complaints**

From the small amount of data available it is difficult to draw any substantial conclusions about systemic issues. Issues arising from the one partially upheld case are being addressed by SPSO Management.

2008-09 Main Reason for complaint	Q2				YEAR TOTAL	Fully Upheld	Partly Upheld	Not Upheld
	Fully Upheld	Partly Upheld	Not Upheld	Discont inued				
Delay	0	0	0	0	1	1	0	0
Communication	0	0	0	0	3	1	0	2
Process	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Combination	0	1	1	0	3	0	2	1
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>3</b>
Total Received	4				10			
Total Closed	2				7			
Ongoing	2				3			

**Quarter 2 Service Delivery Complaints**

SDC#	Date received	Case Ref	Outcome	Summary
SDC08/07	09/07/08	200800411	Not upheld	DELAY and COMMUNICATION CI responded within timescales and commitments.
SDC08/08	11/09/08	200500581	<b>Partly Upheld</b>	DELAY and PROCESS Delay - upheld, Impact on outcome of investigation - not upheld.
SDC 08/09	23/09/08	200801052	Ongoing	PROCESS
SDC 08/10	29/09/08	200801306	Ongoing	COMMUNICATION

**Quarter 1 Service Delivery Complaint Ongoing**

SDC08/03	24/04/08	200601783	Ongoing	DELAY
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- 4. Resource Implications**      None
- 5. Recommendations**          None
- 6. Actions required**            None