

**Report to:** The Executive Board  
**Month:** January 2009  
**From:** Fiona Paterson  
**For:** Noting and Discussion  
**Subject:** Service Delivery Complaints – Quarter 3  
**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 third 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 third quarter of 2008-09 were determined under the interim Service Delivery Process.

Two SDCs and one appeal were recorded in this quarter and determined. Both Service Delivery Complaints were issues relating to delay and both were upheld. The appeal was not upheld as a full apology had been given for the delay on the case on the SDC and further redress was not appropriate.

**Learning from Service Quality Complaints**

Casework delay is a clear focus of the Operations Team and methods for addressing the causes for delay are being discussed at all levels on regular basis.

2008-09		Q3				YEAR TOTAL				
Main Reason for complaint	Fully Upheld	Partly Upheld	Not Upheld	Discontinued	Fully Upheld	Partly Upheld	Not Upheld	TOTAL		
Delay	2	0	0	0	4	0	0	4		
Communication	0	0	0	0	4	1	0	3		
Process	0	0	0	0	1	0	0	1		
Other	0	0	0	0	0	0	0	0		
Combination	0	0	0	0	3	0	2	1		
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>5</b>	<b>2</b>	<b>5</b>		
<b>Total Received</b>	<b>2</b>				<b>12</b>					
<b>Total Closed</b>	<b>2</b>				<b>12</b>					
<b>Ongoing</b>	<b>0</b>				<b>0</b>					
<b>Appeals</b>			<b>1</b>							

**Quarter 2 Service Delivery Complaints**

<b>SQC #</b>	<b>Date Received</b>	<b>Case #</b>	<b>Outcome</b>	<b>Summary of complaint</b>	<b>Closed date</b>
SDC 08/08 Appeal	20/11/08	200500581	Not Upheld (AB)	DELAY and PROCESS	<b>22/12/08</b>
<i>SDC 08/11</i>		<i>200701409</i>	<i>VOID</i>	<i>Opened in error. Ombudsman instructions not followed.</i>	<i>VOID</i>
<i>SDC 08/11</i>		<i>200800676</i>	<i>VOID</i>	<i>Opened in error. Challenge to decision not SDC.</i>	<i>VOID</i>
SDC 08/11	08/10/08	20060637	<b>Upheld (JS)</b>	DELAY Delay in investigating and reporting on case.	<b>15/10/08</b>
SDC 08/12	08/12/08	200703193	<b>Upheld (IL)</b>	DELAY Very long delay in getting planning advice, not provided an acceptable level of service	<b>16/12/08</b>

**4. Resource Implications**      None

**5. Recommendations**      None

**6. Actions required**      None