

16 September 2009

The Chief Executive
X Council
Council Offices

Dear Chief Executive

Enquiries and Complaints to the SPSO in 2008-2009

I write in my capacity as the new Director for Complaints and Investigations here at the SPSO. I look forward to working with you in the future and to building a collaborative approach in our dealings with each other. Please do not hesitate to contact me if you have any early thoughts or ideas that would assist me in this objective.

By way of a first step, we have recently published on the SPSO website the annual statistics detailing our enquiry and complaint activity for the business year 2008-2009. Enclosed with this letter you will find a summary of activity relating to your council, and I would very much encourage its use in taking forward your continuing and invaluable service improvement work.

I hope you will find the information about your council of help and that it also provides you with a clear understanding about the work we do here at the SPSO. Nonetheless, I would welcome any observations you may have about the information presented and how we can further improve this annual feedback to you.

We will also shortly be publishing our Annual Report, and this will place our work with the local authority sector in a broader context where public service complaint handling and service improvement is concerned. Together they hopefully provide your council with some useful tools to support the further local development and delivery of a quality customer experience.

Finally, can I thank your colleagues for their help and assistance during the past business year, and emphasise how important this is to our work here at the SPSO.

Yours sincerely

Steve Carney
Director of Complaints & Investigations