

Note of the Extra-ordinary Executive Board Meeting held on 19 November 2008

Present: Alice Brown Ombudsman
Eric Drake Director of Investigations
Niki Maclean Head of Services
David Robb Director of Policy and Development
Louise Rae Information Analyst

In attendance: Fiona Paterson Senior Personal Assistant (secretary)

Actions

1. The meeting opened at 15:30 with no apologies.

2. Workpro complaints handling system

2.1. KPIs and how to calculate 'working days' for reopened cases

The Board considered the three tabled options. With a view to possible future process developments and changes, the Board decided to choose the option which would allow the most flexibility in the future. This was Option 3.

2.2. Multiple subject coding

The Board agreed to Option 3 with two levels of subject categorisation to allow continuity in statistical comparisons with previous years, whilst increasing the flexibility and detail of information stored and accessed on cases.

2.3. Multiple outcome recording

In line with the decision at 2.2, the Board agreed on Option 3 which will capture primary and secondary outcomes to represent the complaint as a whole and the detail therein.

2.4. SDC recording

In consultation with the Management Team, the Board agreed on Option 2, which will incorporate SDC information in the main complaint record, inline with the recommended changes to SDC process.

2.5. Complaints handling process/workflow

The Board requested that any developments within the new system allow for maximum flexibility to the workflow structure to accommodate any future process review and developments.

The meeting closed at 16:15