

APPENDIX A

SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Committee: Corporate Services Overview and Scrutiny

Meeting Date: 2 August 2011

Minute No: 44

Topic: Complaints Policy

Recommendationⁱ	Cabinet Memberⁱⁱ	Responseⁱⁱⁱ	Timetable^{iv}	Lead Officer^v
a) MEPs should be added to section 7. of the Complaints Policy to read 'Complaints from Councillors, MPs and MEPs';	Corporate Services	Agreed – policy will be amended	Cabinet – 10 August 2011	Angela Woodhouse
b) Staff Training should be extended to include long serving Officers as well as front-line customer services;	Corporate Services	Agreed- Heads of Service and Unit Managers will be requested to nominate appropriate members of staff to attend the training this should include long serving officers.		Ellie Kershaw
c) Members should be advised by email when the updates were made to the website and the leaflet being designed for customers would be circulated electronically; and	Corporate Services	Agreed		Ellie Kershaw

d) That the Committee should be updated on the implementation of the Complaints Policy in 6 months time. Corporate Services	Corporate Services	Agreed		Ellie Kershaw
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Notes on the completion of SCRAIP

ⁱ Report recommendations are listed as found in the report.

ⁱⁱ Insert in this box the Cabinet Member whose portfolio the recommendation falls within.

ⁱⁱⁱ The Officer/Cabinet Member responsible for responding to the recommendation should indicate in this box either the acceptance or rejection of the recommendation.

If the recommendation is rejected an explanation for its rejection should be provided. The 'timetable' and 'lead officer' boxes can be left blank

If the recommendation is accepted an explanation of the action to be taken to implement the recommendation should be recorded in this box. Please also complete the 'timetable' and 'lead officer' boxes.

^{iv} The Officer/Cabinet Member responsible for responding to the recommendation should indicate in this box when the action in indicated in the previous box will be implemented.

^v The Officer/Cabinet Member responsible for responding to the recommendation should indicate in this box the Officer responsible for the implementation of the action highlighted in the 'response' box.