

APPENDIX B

Action Plan Objective: To Improve Satisfaction with Complaints

Action Plan Start Date: 1 June 2011 Action Plan End Date: 1 December 2011

Responsible Officer: Head of Change and Scrutiny

Activities	Allocated to Officer	Start date	Deadline	Progress	Comments
Introduce new correspondence system	Dave Lindsay	1 January 2011	1 September 2011	20%	Specification for in-house system has been developed by IT.
Revise and agree Complaints Policy and Procedures	Angela Woodhouse	1 June 2011	1 September 2011		A revised complaints policy will be developed with managers and others going to full council for final approval in September.
Training implemented for officers on dealing with complaints	Angela Woodhouse	1 September 2011	1 November 2011		Training to be set up following the revision of the policy and the new correspondence system
Monitor complaint responses to ensure complaint deadlines are met and responses meet required standards and target action as required by CMT	Ellie Kershaw	1 June 2011			The present system does not issue reminders for completions of complaints and whilst it is heads of service responsibility to ensure complaints are responded to within time it is felt that additional monitoring will ensure this happens and lead to improved responses.