Appendix A

SCRUTINY COMMITTEE RECOMMENDATION ACTION AND IMPLEMENTATION PLAN (SCRAIP)

Committee: Corporate Services Overview and Scrutiny Committee

Meeting Date: 6 November 2012

Minute №:   43

Topic: Review of Complaints April-June 2012

Recommendation[i]	Cabinet Member[ii]	Response[iii]	Timetable[iv]	Lead Officer[v]
It was resolved that the Head of ICT identify, through complaints reporting, the methods of communication used by residents when reporting complaints. The results should be included in the quarterly complaints report.	Cllr Hotson	The Head of ICT is currently liaising with the Head of Change and Scrutiny to identify further amendments required to improve the functionality of the Correspondence system. All the changes will be made in one systems upgrade.	February 2013.	Dave Lindsay

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.