

BSO Complaints Report 2015/16

Introduction

As part of the controls assurance statement and the BSO Complaints Policy SMT and the BSO Board receive a report on complaints made and dealt within each financial year.

Complaints Activity

A total of 45 complaints were received by BSO Corporate Services between April 1st 2015 and March 31st 2016. Out of these 45 complaints, 34 were upheld and 11 were not upheld.

During 2015/16, BSO received 1 review request. This is detailed in the table below.

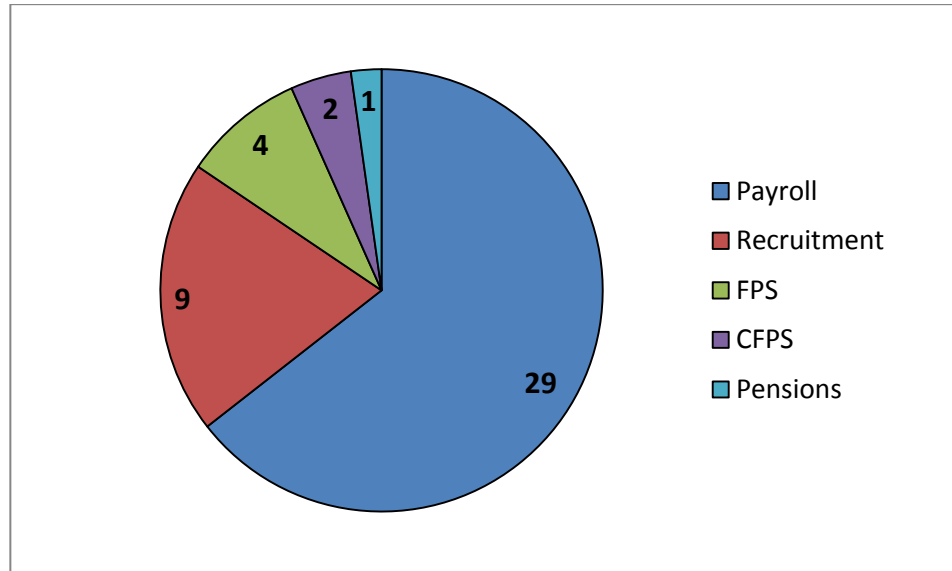
| Internal Reference | Description of Complaint | Response following review |
|---------------------------|---|--|
| 12-2015 | Complaint from MLA regarding the handling of a complaint made on behalf of a social care worker | Additional apology issued to complainant with reassurance to handle similar queries better in the future |

Performance targets for 2015/16 in comparison to the previous financial year are shown in the table below.

| | Number of Complaints Processed | Acknowledgement in 2 working days | Response issued in 20 working days |
|---------|--------------------------------|-----------------------------------|------------------------------------|
| 2014/15 | 51 | 83% | 80% |
| 2015/16 | 45 | 84% | 77% |

Distribution of Complaints

Complaints were received and distributed as per the chart below



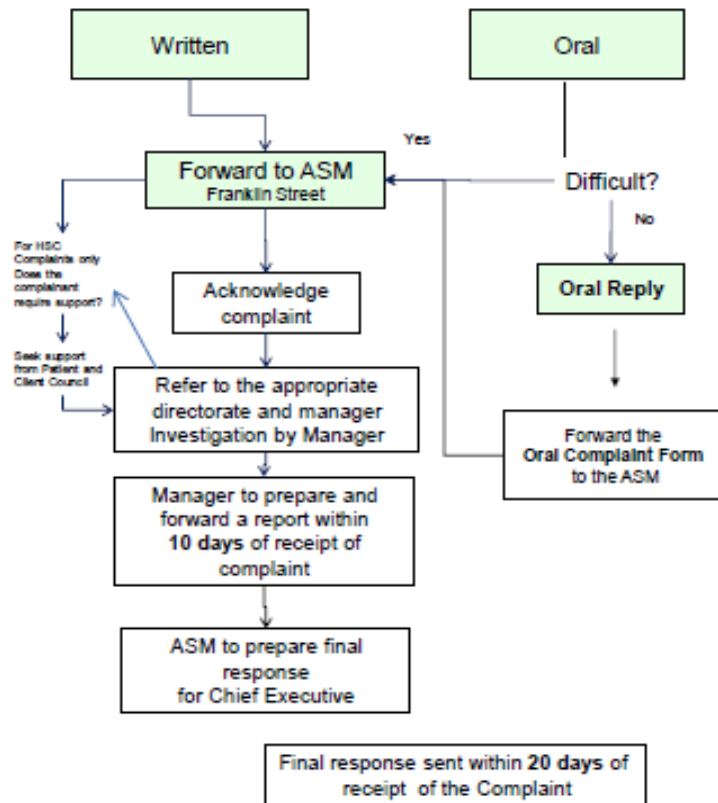
The main recipient of complaints in 2015/16 was Payroll Shared Services, with the second largest being Recruitment Shared Services.

Complaints Process

A revised complaints policy & procedure was agreed by the BSO Board in September 2014. The key dates for processing complaints are as follows:

- Acknowledgement within 2 working days
- Draft Response within 10 working days
- Final Response issued in 20 working days.

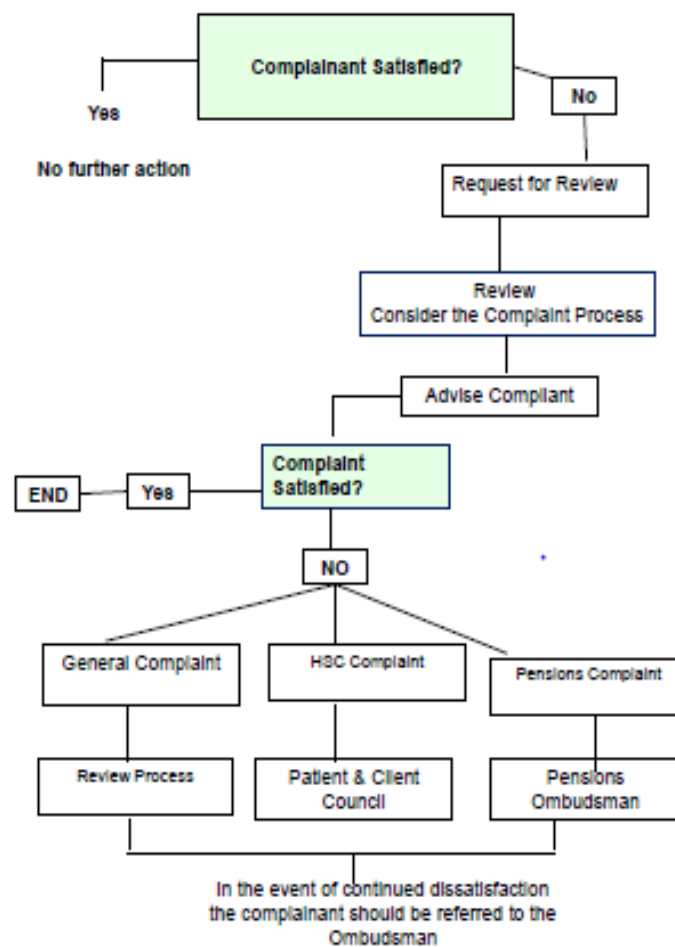
Resolution of Complaints



Review Process

A revised complaints review process was also agreed by the BSO Board. A review panel consists of a Non-Executive Director and Senior Manager. The timescales for processing a complaint review are as follows:

- Request for a review received within 10 days of initial response
- Review Panel meeting within 10 days of review request



Themes

A review of the complaints received in the reporting period have suggested a number of themes:

1. The inability at times to not repeat the same mistakes in previous years, particularly around the payment of bursaries at the beginning of the financial year.
2. There is a need to review how day to day business is managed within both the recruitment and payroll shared services functions to develop a greater level of customer care sensitivity in responding to initial questions which if handled more adroitly would prevent them escalating into formal complaints.
3. The Audit of the complaints process highlighted the need for the policy to have a clearer delineation as to what is business as usual and what could be considered as complaints that need to be escalated and reported upon. This is particularly relevant when oral complaints have been made to staff on the phone. There is a need to have a proportionate response in regard to this as the completion of forms for each and every negative comment may be unnecessarily bureaucratic.

Recommendations

In light of the recurring nature of complaints in some parts of the organisation it is recommended that:

1. All staff should undergo refresher training on customer care and the complaints procedures.
2. The complaints procedure and practice should be comprehensively reviewed to ensure a proportionate capture at Directorate level of all complaints and feedback into normal reporting mechanisms.
3. Each Directorate should ensure the recording of complaints is included in it's own management team meeting agenda.