

Equality Impact Assessment

Title of the policy	Complaints Policy
Date	July 2011
Lead Officer	Peter Rowbotham
Who else is involved in undertaking this assessment?	Rachael Abbott

Step 1 – Overview of policy/function being assessed

<p>A. Outline: What is the purpose of this policy? (specify aims and objectives)</p> <p>Handling complaints properly is an important part of our 'Customer First' initiative. It shows that we –</p> <ul style="list-style-type: none"> • Listen to our customers • Learn from our mistakes • Continually try to improve our service <p>Information from complaints is a free feedback service. This is the best form of market research you can get.</p>
<p>B. What specific groups is the policy designed to affect/impact?</p> <ul style="list-style-type: none"> • External customers • Council officers • Councillors • Partner organisations • Third Sector • Local community groups
<p>C. Which groups have been consulted as part of the creation or review of the policy?</p> <ul style="list-style-type: none"> • Council officers – this Policy is a refresh of the current document is being used already by officers • Councillors through Scrutiny & Executive

Step 2 – What we already know and where there are gaps

<p>A. List any existing information/data you have/monitor about different diverse groups in relation to this policy? Such as in relation to ethnicity, religion, sexual orientation, disability, age, gender, transgender etc.</p> <p>Data/information such as:</p> <ul style="list-style-type: none"> § Consultation § Previous Equality Impact Assessments § Demographic information § Anecdotal and other evidence

- Census data
- Access to Services Consultation 2011
- GovMetric
- Existing Compliments, Comments, Complaints and Suggestions procedure

B. What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (please list)

All service areas are responsible for collection equality data and this will be monitored through the Corporate Equality Group.

The Council's current Compliment, Comments, Complaints and Suggestions procedure (CCCS) collects equalities monitoring information from those who complete the on-line form (not statutory). A monthly report of CCCS is produced for the Management Board.

Step 3 – Do we need to seek the views of others? If so, who?

A. In light of the answers you have given in step 2, do you need to consult with specific groups to identify needs / issues? If not please explain why.

No other specific groups need to be consulted at this point in time. The procedure is fully inclusive to all our customers, but should the need arise it will be undertaken.

Step 4 – Assessing the impacts

	In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the groups specified and provide an explanation for your decision. (please refer to the general duties on the front page)
A. Age	Positive – This procedure is open to all age groups
B. Disability (physical, visual, hearing, learning disabilities, mental health)	Positive – As this procedure is on the website, it is therefore accessible to all because the website is DDA Compliant and will work with readers for those visually impaired.
C. Gender / Sex	Positive – This procedure is open to/accessible to all gender/sex groups
D. Religious Belief	Positive – This procedure is open to/accessible to all religious beliefs
E. Racial Group	

	Positive – As this procedure is on the website, it is therefore accessible to all because customers can use the ‘Google translation’ service if they do not have English as their first language.
F. Sexual Orientation	Positive – This procedure is open to/accessible to all sexual orientations

G. Transgender	Positive – This procedure is open to/accessible to transgender groups
H. Other protected groups (pregnancy & maternity, marriage & civil partnership)	Positive – This procedure is open to/accessible to all other protected characteristics
I. Other socially excluded groups (low literacy, priority neighbourhoods, socio-economic, etc)	Positive – This procedure is open to/accessible to all other protected characteristics
J. All	Positive – This procedure is open to/accessible to all other protected characteristics

Step 5 – Action Plan

Please include any identified concerns/actions/issues in this action plan: <i>The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan</i>			
Question Number (Ref)	Action	Responsible Officer	Target Date
	Work with the Corporate Equalities Group to ensure all data is captured within the Efect database	Corporate Equalities Group	March 2012

Step 6 – Who needs to know about the outcomes of this assessment and how will they be informed

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
Employees	yes	By publishing on the website and intranet
Service users	yes	By publishing on the website and intranet
Partners and stakeholders	yes	By publishing on the website and intranet
Others		

To ensure ease of access, what other communication needs/concerns are there?		

Step 7 – Conclusion (to be completed and signed by the Service head)

Please delete as appropriate
I agree / disagree with this assessment / action plan
If <i>disagree</i> , state action/s required, reasons and details of who is to carry them out with timescales:
Signed (Service Head):
Date:

Please send completed & signed assessment to the Equality and Diversity officer.