

## Equality Impact Assessment Report Template

<b>Name of policy, procedure or function: Have Your Say – Complaints, Compliments and Comments</b>				
<b>Service Area: Corporate Services Development</b>	<b>Team Members: Caroline Marshall and Sarah Cromie</b>			<b>Date: 23<sup>rd</sup> May 2006</b>
<b>Findings</b>				
<p><b>General</b>            Have Your Say was launched during May 05 to revamp how we handle our complaints process. Difficulties with the system so far are mainly due to the current CRM system. This has meant that we have not been able to extract any monitoring information for this year.</p> <p><b>Specific Equality Areas</b>            Communication and awareness of the scheme is limited to website info and leaflets at Council Offices. Information isn't currently produced in different languages (to be addressed 06/07). The system is currently quite complicated (3 stages with different timescales and officer to lead etc) through not easy for people to know how if there complaint is being dealt with within our standards.</p>				
<b>Further Actions</b>				
<b>Problem/barrier identified</b>	<b>Actions to overcome problem/barrier</b>	<b>Resources required</b>	<b>Responsibility</b>	<b>Target date</b>
<b>Language Barrier</b>	Factsheets to be produced in different languages as and when requested	<b>Include as service pressure in 06/07 SDP</b>	<b>Caroline Marshall</b>	<b>April 07</b>
<b>Availability of information</b>	To be included in body of wider information that is sent out through the Comms and Consultation Team to community centres, Parish Councils etc.	<b>Comms Budget</b>	<b>Caroline Marshall</b>	<b>?</b>
<b>Customers with disabilities</b>	Include section in the redrafted customer service standards on how we will support people with disabilities.	<b>Existing Resources</b>	<b>Caroline Marshall</b>	<b>July 06</b>
<b>Ease of use for young people</b>	Current system is young person un-friendly. This is to be addressed through the scheme review	<b>Existing Resources</b>	<b>Caroline Marshall</b>	<b>March 07</b>

<b>Awareness of cultural needs</b>	Include in staff guidance that where complaints that relate to the needs of peoples culture and religion that they need to be dealt with sensitively, taken seriously and to seek outside advise if the officer is unsure of the specific cultural or religious issues. Included formally as part of the review in spring 07	<b>Existing Resources</b>	<b>Caroline Marshall</b>	<b>March 07</b>
<b>Complexity of the system</b>	Consider simplification of complaints procedure itself to make less bureaucratic.		<b>Caroline Marshall</b>	<b>March 07</b>
<b>Lack of monitoring information</b>	<ul style="list-style-type: none"> <li>• Incorporate a robust monitoring system within the new CRM that is able to report equalities information.</li> <li>• Include mandatory monitoring on Web form</li> </ul>	<b>CRM budget</b>	<b>Galyia Benson</b>	<b>July 07</b>
<b>Obtaining customer feedback on ease of use of the process and access to information</b>	Use work on Customer Service Strategy to develop access channels and awareness raising about our services	<b>Existing</b>	<b>Caroline Marshall</b>	<b>March 07</b>