



SOUTH
KESTEVEN
DISTRICT
COUNCIL

South Kesteven District Council

Project Initiation Document

New Complaints Procedure

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Document Control, Approval and Distribution

Version Control

This document should be updated with any amendments:

Version	Date	Notes
1.0	07 July 2021	Document creation

Document Approval

This document requires the following approvals:

Sponsor Approval	Name	Date

Document Distribution

This document will be distributed to:

Name	Method	Date
FEDCS meeting on 20 th July 2021	Email/online	

Introduction

This document outlines the initiation of a project to implement a new complaints procedure designed to align the corporate complaints procedure and the housing complaints procedure. The project will also review SKDC requirements for complaints reporting, and the requirements for and of a system to process feedback.

Project Details

Project	Corporate Complaints
Background	SKDC corporate complaints process does not run efficiently. Many complaints are not responded to within the timeframes required. Complaint escalation through the stages is inconsistent and complaint reporting does not provide enough data to improve service delivery. Resource is required to review, design, implement and improve the complaints process.
Project Objectives	Ensure SKDC have a corporate complaints process that works efficiently. That staff are trained and can take responsibility for the process.
Activities / Scope	<ul style="list-style-type: none"> - Review the system used to process the complaints. - Design and implement an internal process for stage escalation and assignment - Identify staff training requirements - Identify reporting requirements and implement changes to complaints reporting
Deliverables	<ul style="list-style-type: none"> - Complaint system - Continual staff training program - Complaint reporting - Best practice for the Council - Better service to the customer/residents
Timing	<p>Project to be fully delivered by the end of 2021.</p> <p>Training of staff to be ongoing.</p>
Exclusions	The finance for the project to be explored, if budget cannot be found from existing then approval from Council will be required.
Dependencies & Assumptions	<p>Dependencies:</p> <ul style="list-style-type: none"> - Engagement from heads of service to lead complaints in their Directorates - Project Sponsor to report to FEDCS progress to ensure process <p>Assumptions:</p> <ul style="list-style-type: none"> - If the Council can use the same complaints system as housing (if purchased)

	<ul style="list-style-type: none"> - Training to all staff on complaints, new timeframes and expectations around accountability - Directorates will lead on their own areas for complaints and take responsibility - Reporting on these regularly at appropriate OSCs
Resources	<p>Project team to be:</p> <p>Linda Wootten – Project Sponsor</p> <p>Alan Robinson – Deputy Chief Executive</p> <p>Debbie Roberts (or delegated staff member) - OD&C project lead</p> <p>Stacy Carter – Democratic and Legal</p> <p>Gary Andrews – IT</p> <p>Nicola Hughes (or delegated staff member) - Customer Services</p> <p>Helen Clarke - Housing</p>
Estimated Cost	The cost is to be investigated further.

Next Steps

If the scope of the project is agreed by Members on the 20th July the internal project team will form and meet to discuss taking this project into implementation. Regular updates will be taken to FEDCS, if there is any budget requirement this may need Council approval.

It is the ambition that a new system will be implemented in autumn 2021 with a full schedule of training rolled out in winter 2021 and be part of the welcome journey with new starters so that this is embedded into the organisation.