

# Policy and Scrutiny Scoping Document

<b>Committee</b>	Community Wellbeing and Older Peoples Policy and Scrutiny Committee	
<b>Topic</b>	Complaints Procedure	CWOP-SCR-17
<b>Objective</b>	To test effectiveness of procedure and how is it accessed by clients?	
<b>Reasons for undertaking review</b>	At request of the chairman who had concerns about the procedures employed for the investigation and subsequent action arising out of complaints.	
<b>Method</b> <ul style="list-style-type: none"> <li>• Initial briefing to define scope</li> <li>• Task &amp; Finish Group</li> <li>• Commission</li> <li>• Full Committee</li> </ul>	To commission from the Service, in conjunction with PCTs, a summary evaluation of the Annual Complaints Report identifying areas for improvement of the complaints procedure.	
<b>Membership</b> <i>Only complete if Task and Finish Group or Commission</i>		
<b>Issues to be addressed</b>		
<b>Sources of Evidence and witnesses</b>	ECC Officers.	
<b>Work Programme</b>		

<b>Indicators of Success</b>			
<b>Meeting the CfPS Objectives</b> <ul style="list-style-type: none"> <li>• <i>Critical Friend Challenge to Executive</i></li> <li>• <i>Reflect Public voice and concerns</i></li> <li>• <i>Own the scrutiny process</i></li> <li>• <i>Impact on service delivery</i></li> </ul>	Reflects public voice and concerns and impacting upon service delivery.		
<b>Diversity and Equality</b> <i>Diversity and Equality issues are to be considered and addressed.</i>			
<b>Date agreed by Committee</b>	Timing of scrutiny to be co-ordinated (post) Annual Complaints Report?		
<b>Future Action</b>			
<b>Governance Officer</b>	Andy Gribben	<b>Committee Officer</b>	Sophie Campion
<b>Service Lead Officer(s)</b>			