

# **South Northamptonshire Council Equality Impact Assessment (Screening)**



## **Complaints Procedure & Customer Care Leaflet**

### Person(s) completing screening assessment

Nicola Capewell, Head of Personnel & Executive Support  
Caroline Neale, Policy & Performance Manager  
Jessica Goodall, Policy Officer

### Division(s)

Personnel & Executive Support

**October 2007**

**What is the policy, procedure or function?**

Complaints procedure & customer care leaflet

**What equality group is this screening for? (Mark all that apply)**

Age  Disability  Gender  Race  Religion  Sexual Orientation

**Is responsibility for the policy/procedure/ function shared with anyone else, internally or externally?**

Property & Direct Services (CCC)

**Who has authority to make changes to the policy, procedure or function?**

Corporate Management Team (procedure) and Communications Panel (leaflet)

	<b>Activity</b>	<b>Comments</b>
1.	Identify aims of the policy, procedure or function	The procedure aims to enable customers to complain and sets out how the council will deal with complaints for all staff to follow. The customer care leaflet aims to communicate this to customers by giving service standards and explaining the process.
2.	Decide if the policy, procedure or function is equality relevant for the group(s) you are considering	<p>The complaints procedure is relevant to all six strands of equality because it has the potential to affect large numbers of people, which are likely to include these groups.</p> <p>The procedure has consequences for any customer that complains as it guides how their complain will be dealt with</p> <p>The procedure could be changed to ensure that contact methods do not discriminate against any group of people</p>
3.	Collect and analyse data	<p>The User Satisfaction Survey 2006 identifies that 59% of people who had made a complaint were dissatisfied with the way it was handled.</p> <p>Of those people who were dissatisfied, 64% were male and men were more likely to answer that they were <b>very</b> dissatisfied (37%) compared to 28% of women.</p> <p>People with a disability were slightly more likely to be dissatisfied with the way a complaint was handled (60%) compared to those without (58%).</p> <p>The survey showed no evidence of an adverse impact on black/minority ethnic groups or age</p> <p>However, in our recent questionnaire to the citizens' panel as part of a review of complaints, 57% of people said they were dissatisfied with the way a complaint had been handled and of those that responded women were more likely to be dissatisfied (65%) than men (35%) which conflicts with the evidence from the user satisfaction survey</p> <p>We have no information on sexual orientation or religion in relation to complaints handlings</p>
4.	Identify any adverse impacts	As the results are conflicting for gender we cannot confidently state that there is an adverse impact for men or for women.

<b>Summary of Findings</b>									
Group	Equality relevant?			Can be used to help meet positive duties?			Evidence of adverse impact? (n/a if not equality relevant)		
	Yes	No	Unsure	Yes	No	Unsure	Yes	No	Unsure
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Sexual Orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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**What actions do you intend to take to address the issues arising from this screening exercise?**

- Investigate the gender issue further by setting up focus groups of men and women
- Gather equality information when complaints are recorded on the database
- Possible need for training on complaints to ensure that people dealing with them do not discriminate unfairly.
- Publicise customer care standards to improve knowledge amongst all groups
- Refresh customer care leaflet after consultation
- Collect equality monitoring information on religion and sexual orientation in future

**Is a full equality impact assessment recommended?** No.

**This screening assessment was approved by:**

Nicola Capewell

Date of approval by person with authority: 26.10.07

Name, telephone number and email address of lead person for this screening:

Jessica Goodall, Policy Officer

[Jessica.Goodall@southnorthants.gov.uk](mailto:Jessica.Goodall@southnorthants.gov.uk)

## Equality Impact Assessment – Outcomes and Action Plan

Dept/Office: Personnel & Executive Support		Accountable job title: Policy Officer
Equality group(s): <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Gender <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Religion <input checked="" type="checkbox"/> Sexual Orientation	Date completed plan:	Contact details for person completing this plan: Jessica.Goodall@southnorthants.gov.uk

<b>Policy/Procedure/Function Screened</b>	<b>Outcome and level of relevance (H M or L)</b>	<b>Actions Proposed</b>	<b>Timescale</b>	<b>Responsibility</b>
<i>Complaints procedure &amp; customer care leaflet</i>	<i>No full impact assessment required. Relevance considered to be high as it potentially affects large numbers of people</i>	<i>Ensure equality data is monitored by the complaints database in future - Take report to Corporate Management Team to recommend this  Set up focus groups on customer care and investigate gender issues with the group  Refresh customer care leaflet -More internal publicity</i>	<i>April 2008  June 2008  June 2008  March 2008</i>	<i>Policy &amp; Performance/ CCC  Policy &amp; Performance  Policy &amp; Performance  Communications/Policy &amp; Performance</i>





