

<b>Form name</b>	Integrated Impact Assessment
<b>Reference</b>	IA646678872
<b>Date</b>	12/09/2024



## Policy details

<b>Request date</b>	12/09/2024 15:46
<b>Directorate</b>	PCC Corporate Services
<b>Service</b>	Corporate customer service, complaints
<b>Title of policy, service, function</b>	Complaint policy
<b>Type of policy, service, function</b>	Changed
<b>What is the aim of your policy, service, function, project or strategy?</b>	The policy sets out how the council manages complaints in line with the Local Government and Social Care Ombudsman complaint handling code.
<b>Has any consultation been undertaken for this proposal?</b>	yes
<b>What were the outcomes of the consultations?</b>	We consulted with customer who had made complaints for feedback on improvements to the process, and with our customer panel on what they would like to see from a good complaints process.
<b>Has anything changed because of the consultation?</b>	yes
<b>Please provide details</b>	In response to the feedback, we have made it clear that single points of contact will be provided for customers around complaints that cross services and directorates, and we have changed language in the policy that was not easy for customers to understand.
<b>Did this inform your proposal?</b>	yes
<b>Please provide details</b>	As above, we have made additions to the policy in response to customer feedback.

**Equality & diversity - will it have any positive/negative impacts on the protected characteristics?**

<p><b>With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?</b></p>	<p>The policy will neither specifically benefit or have a detrimental impact on those with protected characteristics. The policy sets out the approach to complaints, which is an element of customer service, and makes it clear that reasonable adjustments will be offered to customers with different needs who need support to make a complaint.</p>
<p><b>Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?</b></p>	<p>No.</p>
<p><b>If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?</b></p>	<p>Not applicable.</p>
<p><b>Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?</b></p>	<p>We have consulted with our customer panel, which include customers with protected characteristics, around what is important to them in a good complaint service.</p>
<p><b>How are you going to review the policy, service, project or strategy, how often and who will be responsible?</b></p>	<p>The policy will be reviewed every two years by the Assistant Director of Corporate Services with responsibility for Customer and Communications, and is the overall responsibility of the Director of Corporate Services.</p>

**Crime - Will it make our city safer?**

<p><b>This section is not applicable to my policy</b></p>	<p><input checked="" type="checkbox"/></p>
---	--

**Housing - will it provide good quality homes?**

This section is not applicable to my policy	<input checked="" type="checkbox"/>
---	-------------------------------------

**Health - will this help promote healthy, safe and independent living?**

This section is not applicable to my policy	<input checked="" type="checkbox"/>
---	-------------------------------------

**Income deprivation and poverty - will it consider income deprivation and reduce poverty?**

This section is not applicable to my policy	<input checked="" type="checkbox"/>
---	-------------------------------------

**Carbon emissions - will it reduce carbon emissions?**

This section is not applicable to my policy	<input checked="" type="checkbox"/>
---	-------------------------------------

**Energy use - will it reduce energy use?**

This section is not applicable to my policy	<input checked="" type="checkbox"/>
---	-------------------------------------

**Climate change mitigation and flooding - will it proactively mitigate against a changing climate and flooding?**

<b>This section is not applicable to my policy</b>	<input checked="" type="checkbox"/>
--	-------------------------------------

**Natural environment - will it ensure public spaces are greener, more sustainable and well-maintained?**

<b>This section is not applicable to my policy</b>	<input checked="" type="checkbox"/>
--	-------------------------------------

**Air quality - will it improve air quality?**

<b>This section is not applicable to my policy</b>	<input checked="" type="checkbox"/>
--	-------------------------------------

**Transport - will it make transport more sustainable and safer for the whole community?**

<b>This section is not applicable to my policy</b>	<input checked="" type="checkbox"/>
--	-------------------------------------

**Waste management - will it increase recycling and reduce the production of waste?**

<b>This section is not applicable to my policy</b>	<input checked="" type="checkbox"/>
--	-------------------------------------

**Culture and heritage - will it promote, protect and enhance our culture and heritage?**

This section is not applicable to my policy	<input checked="" type="checkbox"/>
---	-------------------------------------

**Employment and opportunities - will it promote the development of a skilled workforce?**

This section is not applicable to my policy	<input checked="" type="checkbox"/>
---	-------------------------------------

**Economy - will it encourage businesses to invest in the city, support sustainable growth and regeneration?**

This section is not applicable to my policy	<input checked="" type="checkbox"/>
---	-------------------------------------

**Social value**

This section is not applicable to my policy	<input checked="" type="checkbox"/>
---	-------------------------------------

**Involvement**

Who was involved in the Integrated impact assessment?	Charlotte Smith
Name of the person completing this form	Charlotte Smith
Date of completion	2024-09-12