

<b>Meeting</b>	OLC Board Meeting	<b>Agenda Item No.</b>	7 132.6
<b>Date of meeting</b>	25 April 2024	<b>Time required</b>	15 mins
<b>Title</b>	Service Complaint Adjudicator's end of year report		
<b>Sponsor</b>	Steve Pearson – Deputy Chief Ombudsman		
<b>Status</b>	OFFICIAL		
<b>Executive summary</b>			
<p>Board will find attached the Service Complaint Adjudicator's (SCA) end of year report which provides a summary of the complaints which have been escalated to Stage 3 of LeO's service complaints process, the SCA's findings on those complaints, and her wider reflections on LeO's handling of service complaints.</p> <p>The SCA report acknowledges the standard of work delivered by LeO's service complaints team despite a range of resource challenges that were experienced across the year.</p> <p>The report shows that the number of complaints escalated to Stage 3 of LeO's process increased when compared to the previous year but also acknowledges that the proportion of cases that escalated reduced considerably – this is reflective both of the work being done by the team to reduce the backlog of service complaints and the quality of the work done by the team at earlier stages of the process.</p> <p>The SCA acknowledges that, given the multi-stage nature of LeO's service complaints process and the backlog that the team is working through, many of the complaints she addressed over the previous year related to issues were a year or more old and that in many cases LeO had already undertaken proactive steps to rectify the issue that generated the complaint in the first place.</p> <p>Board will note that broadly the SCA is supportive of the conclusions reached in the earlier stages of the process and is complimentary of the way LeO handles service complaints.</p> <p>The SCA highlights the potential merits reviewing LeO's existing process. Board should be advised that the review of the service complaints process is a project scheduled for this financial year and that we will be collaborating closely with the SCA on that review.</p>			
<b>Recommendation / action required</b>			
Board is asked to note the content of the SCA report			
<b>Equality Diversity and Inclusion</b>			
<b>EDI implications</b>	Yes		

The findings of the SCA report do reflect on the way that LeO's service impacts individual customers and talks to the impact of reasonable adjustments for protected characteristics

**Freedom of Information Act 2000 (Fol)**

<b>Paragraph reference</b>	<b>Fol exemption and summary</b>
<i>The SCA report and Annex 1</i>	<i>S.22 FOIA - The SCA Report and Annex 1 will be published at the end of the year as part of the annual report and accounts.</i>
<i>Annex 2</i>	<i>For redaction in accordance with S.40 FOIA in annex 2 contains personal information, provided in confidence, which if published externally could result in an individual customer being identified in breach of DPA and GDPR.</i>