

**COMPLAINTS AND CONDUCT COMMITTEE**  
**Rolling Action Log – Public Session**

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
<b>Meeting held Wednesday 03 March 2021</b>						
<b>20210303 -CCC-001</b>	<b>Revised Website:</b> Clarity to be sought on whether the project team are using focus groups or have liaised with people have previously used the website to access complaint info.	Graham Ravenscroft	<b>OPEN</b>	19.05.21		<b>29/04/2021:</b> The procurement process is still ongoing to recruit a supplier. However, after discussion with SPA Complaints Team, the project team will look at ways to involve input from focus groups as part of their statement of requirements to the appointed supplier.  <b>Propose to close</b>
<b>Meeting held Thursday 27 August 2020</b>						
<b>20200827 -CCC-001</b>	<b>SPA Website:</b> Further work to be undertaken to identify how website can be improved to make details clearer for regarding making complaints.	David Collie	<b>OPEN</b>	19.05.21		<b>30.10.2020:</b> The SPA is undertaking a project to review and renew its digital offer which will include a review of the Complaints pages of the SPA Website.  <b>19.02.2021:</b> Working to a Completion date of the end of May 2021. Complaints Team will be engaged with that specific

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						<p>part of the project.</p> <p><b>30/04/2021:</b> The actions assigned to the Complaints Team are complete. The actions have now been superseded by the wider SPA website re-design.</p> <p><b>Propose to Close</b></p>
<p><b>Meeting held Monday 9<sup>th</sup> March 2020</b></p>						
20200903 -CCC-001	<p><b>Review of Complaints Handling, Investigations and Misconduct Issues to Policing (SPA):</b> Report back costs, timescales and approval process in relation to obtaining a Security Certificate to progress the use of an online complaints form.</p>	David Collie	Ongoing	19.05.21		<p><b>24.04.2020:</b> Police Scotland ICT are currently upgrading the software behind both the SPA and Police Scotland's websites to improve functionality and security. ICT advised that the Police Scotland online complaints form will be converted to work on the new system. The new system may now allow an SPA online form to be developed more easily. The SPA Communications Team are liaising with ICT on the new SPA website and will explore options for online forms that can be developed for the SPA.</p> <p><b>11.08.2020:</b> The SPA's public facing website was moved onto a more modern and stable content management system on 6 August 2020. ICT have advised that the new software does support an option</p>

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						<p>to provide an online form. Work to further improve the Authority's website and its accessibility and content is ongoing and the SPA Communications Team will liaise with ICT to progress this matter as part of that work in the period ahead.</p> <p><b>30.10.2020:</b> The SPA is undertaking a project to review and renew its digital offer which will include a review of online forms.</p> <p><b>19.02.2021:</b>It is anticipated that the new online complaints form will be included within the new website, automated with the appropriate Security Certificate, working to the completion date at the end of May 2021</p> <p><b>30/04/2021:</b> The actions assigned to the Complaints Team are complete. The actions have now been superseded by the wider SPA website re-design.</p> <p><b>Propose to Close</b></p>

Meeting held Thursday 21<sup>st</sup> November 2019

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20191121 -CCC-001	<b>SPA Quarterly Performance Report</b> Future Reports to provide a breakdown of enquires and complaints to provide clarity around statistics.	SPA Complaints	On Going	19.05.21		<p><b>24.12.20:</b> SPA Quarterly Performance Report being presented at the CCC meeting on 11.02.20 will include a breakdown of enquiries and complaints. In addition, work is underway within the National Complaint Handling Development Group (NCHDG) to agree a standardised approach to the reporting of statistics for the SPA, PS and the PIRC. It is anticipated that this work will be completed by the beginning of the next financial year, 2020/21.</p> <p><b>09.03.2020:</b> The committee were advised that due to IT changes within centurion the standardised reports would not be available for the next financial year, although the standardised terminology would be agreed by all parties. The chair requested the action remain open until further clarity was provided within a future report.</p> <p><b>24.04.2020:</b> The NCHDG work is on hold just now, therefore a standardised approach to the reporting of statistics for the SPA, PS and the PIRC has not yet</p>

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						<p>been agreed. From Q1 of 2020/21, the number of enquiries received by the SPA Complaints Team will not be included in the total number of Cases. Enquiries will be recorded separately under the heading "Miscellaneous Files".</p> <p><b>11.08.2020:</b> The terminology used in the SPA Quarterly Report has been amended to reflect that Enquiries received by SPA Complaints are now recorded separately under the heading "Miscellaneous" (MI) to mirror Police Scotland's recording terminology.</p> <p><b>30.10.2020:</b> Work is ongoing within the NCHDG to agree a standardised approach to the reporting of statistics for the SPA, PS and the PIRC.</p> <p><b>19.02.2021:</b> Work remains ongoing and prioritised within the Delivery Plan of the NCHDG who will meet 4 March 2021.</p> <p><b>30/04/2021:</b> Changes to SPA Quarterly report in response to this action were discharged per 11/08/2020 update. Further work progressing through the NCHDG is in respect of adopting a</p>

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						standardised approach across partner organisations. <b>Propose to Close</b>

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