

# Scomis Customer Feedback Policy

Scomis recognises that customer feedback is an opportunity for us to learn and improve.

- We are committed to focusing on the needs of our customers (both external and internal) and using their feedback to improve our services;
- We value feedback about our services, recognise the right of our customers to make a complaint, compliment or suggestion about our services and encourage them to do so;

Scomis will treat all customers with dignity and respect. Everyone in Scomis is customer focused and views any feedback as an opportunity to improve.

We will publicise our Customer Feedback Policy through a variety of ways including our website, social media where appropriate, the intranet, hard copy literature and a range of meetings.

## Ways to give us feedback

### External School Customers:

There are a number of ways in which customers can give us feedback including:

By completing our online feedback form at:

<http://www.devon.gov.uk/scomis/scomis-feedback.htm>

- By telephone on 01392 385300;
- By email [scomis@devon.gov.uk](mailto:scomis@devon.gov.uk);
- By completing a Scomis customer satisfaction survey;
- By fax to 01392 385302;
- In person;
- By letter to: Scomis Service Performance, Great Moor House, Bittern Road, Sowton, Exeter, Devon. EX2 7NL

### Internal DCC Corporate Customers:

There are a number of ways in which customers can give us feedback including:

- By completing our online feedback forms at <http://staff.devon.gov.uk/atoz.htm/ictfeedbackcustomer.htm>
- By telephone on 01392 382222;
- By using the self-service portal <http://app-supportworks/sw/selfservice/portal.php>
- By completing a Scomis customer satisfaction survey;
- In person;

- By letter to: The Service Desk Manager, ICT Service Desk, Devon County Council, County Hall, Topsham Road, Exeter, EX2 4QD

### **Who can advise customers on how to feedback about our services?**

A customer can get advice from any employee, manager or from the Service Performance Team.

### **How we publicise the Scomis Customer Feedback Policy?**

We will publicise our customer feedback policy through a variety of ways including:

- In our service information leaflets and publications, such as Password;
- On our web site [www.devon.gov.uk/Scomis](http://www.devon.gov.uk/Scomis);
- On the DCC Intranet;
- At stakeholder group meetings;
- Via social media when appropriate.

### **Key Aims of Scomis Customer Feedback Policy**

We will:

- Encourage easy access - customers can give feedback online, in writing, in person, by completing customer satisfaction surveys, by fax, email and by phone;
- Record and analyse all complaints (both formal and informal), compliments and suggestions;
- Use plain language in all our communications;
- Set and monitor targets for responding to feedback;
- Contact customers, where we cannot resolve a complaint straight away, giving them a named contact officer, 'phone number, e-mail address and target date for a response;
- Keep customers informed when we cannot send them a response within our target time;
- Inform customers about their right to escalate a complaint when dissatisfied with our response;
- Review each piece of feedback to establish what lessons we can learn and if we can improve our services as a result;
- We will publish, at least on an annual basis, the number and category of complaints, together with any resultant actions taken.

### **How do we promote equality of access?**

We are committed to making sure that everyone has equal access to Scomis Customer Feedback Policy. To achieve this we will:

- Provide, free of charge, interpreter services where needed in order to be able to communicate with customers in the language and method of their choice;
- Promote the Scomis Customer Feedback scheme so that all customer groups understand it and are confident to use it;
- Train our staff to be sensitive to the needs of people of different cultures and communities;

- Treat people with respect;
- Provide access to advocacy and mediation services through corporate resources, where appropriate.

### What is a compliment?

*A compliment is when a customer gives us feedback about how we exceeded expectations in delivering a service or how an employee has gone the “extra mile” to serve them.*

- We will record details within **3 working days** of receiving a compliment;
- Managers will thank individual staff where appropriate, for providing an excellent service to the customer.

### What is a customer suggestion?

*A suggestion is an idea or plan put forward for consideration.*

- We will record details and acknowledge receipt within **3 working days**;
- Ensure it is passed to the Scomis Customer Service Group (CSG) for further consideration;

We will publicise our customer suggestions together with any resultant actions through a variety of ways including:

- In our service information leaflets and publications, such as Password (You said – We did);
- On our web site [www.devon.gov.uk/Scomis](http://www.devon.gov.uk/Scomis);
- At Stakeholder Group meetings.

### Complaints Process

We aim to deal with all feedback at the point of service delivery. If we make a mistake, we will apologise and take some practical action to put things right. We may ask the customer to suggest what they would like us to do. We will always endeavour to put the customer back to the position they would have been in but for our mistake. We will also learn from our mistakes with a view to ensuring that the same mistakes do not happen again.

#### Stage One

Following receipt of any complaint or expression of dissatisfaction the nominated officer will determine at the outset whether it is an informal complaint or whether it should be upheld and treated as a formal complaint.

#### Stage Two

*Informal complaints:* These will be logged on to the Customer Management System and you will be telephoned within **3 working days** to discuss your issues and be advised of any future actions.

*Formal complaints:* These will be logged on our Customer Management System and you will be sent an email acknowledgement within **3 working days** that will include the name of the manager investigating and when you should receive your formal response.

You will then receive an email within **10 working days** containing the details of our final responses to your complaint.

**Stage Three** - Should you not be satisfied with our response following stage two, you may request your complaint be escalated to the Head(s) of Service who will acknowledge this within **3 working days**. They will undertake a review of all relevant information and you will be advised of the outcome within **10 working days**. In more complex cases where this could take longer we will keep you informed of progress and timescales.

**Stage Four** – If you are dissatisfied with any response at stage three you may contact the Local Government Ombudsmen.

Local Government Ombudsman,  
The Oaks No 2,  
Westwood Way,  
Westwood Business Park,  
Coventry. CV4 8JB  
T: 024 7682 0000  
F: 024 7682 0001  
DX: DX 702110 Coventry 6  
W: [www.lgo.org.uk](http://www.lgo.org.uk)  
**Advice Team: 0300 061 0614**

### Mediation

Devon County Council promotes early resolution for our customers and acknowledges the benefits of mediation, a non-confrontational, voluntary resolution process. We have a small expert team of mediators who are skilled at reaching positive solutions as an alternative to the formal complaints process. Opting for mediation does not affect your right to enter back into the complaint process at any time and we would be pleased to discuss this option with you.

Scomis Customer Feedback policy will be subject to an annual review taking into account customer and staff feedback and the effectiveness of the policy.

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