

Improving Complaint Handling

Quality Assurance: developing a standard and working to it



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SPSO Executive Casework Officers

“Quality is never an accident. It is always the result of intelligent effort.”

John Ruskin

SPSO QA Process

1

10% sample of closed cases each quarter

Allows us to include the decision itself

2

Pre-set principles and questions

Based on our Customer Service Standards and SPSO Investigations Guidance

3

Ombudsman and Director can ask for any case to be QA'ed

Allows for emerging problems to be picked up quickly

QA Feedback and Learning

- ❖ Quarterly findings at our service improvement group meetings
- ❖ Shared in advance with Investigations Teams
- ❖ Encourage shadowing by individual CRs for reflective learning
- ❖ Manager panel QA of a small sample of cases
- ❖ Discussions about what 'quality' should look like
- ❖ Consistency in our approach and understanding

QA Developments

❖ Specialist Advisers

Use a tailored set of questions

❖ Case Summaries

One of the key ways we share the learning

❖ Scottish Welfare Fund

A new (and different) area of our work

❖ Telephone calls

Staff and managers have found this exercise incredibly useful

Driving Improvements



Questions for you

1. who is best placed in your organisation to do this and how would they go about it?
2. is there a mechanism for staff, or interested parties, to feed into the process?
3. do you have clear, standardised quality indicators that people are aware of and understand?
4. how are risks identified and are they considered in the QA process?
5. how would findings be reported, and to whom?
6. who would be responsible for driving improvement?
7. what challenges do you or would you face in doing this?