

Compliments and Complaints Summary Report 2017/18

We welcome comments and feedback about our work as these help us to develop the service we offer. Where they imply any dissatisfaction with our provision we count them as complaints. We hope that by listening carefully to what you say and making improvements where we can, we will maintain our reputation for outstanding customer service.

There were seven valid complaints in this financial year which is two up on the figure for last year. The Service continues to receive a high volume of acknowledgements of good customer care and 147 were included in the quarterly returns across the year. The compliments cover most aspects of the Service's work and reflect our on-going commitment to customer care.

The complaints for this year related to:

- a lack of e-learning on finance;
- two venues with inadequate signage to the training room;
- two whole governing body training sessions not meeting the needs of the boards;
- the poor search facility on the Governor Services' website;
- the quality of a centre based training event .

All of the complaints had a response within 5 working days which is well inside the time limit set out in the Hampshire County Council complaints policy, and apologies were issued where appropriate. Follow up action has been taken to address the course content issues and with regard to the whole governing body training sessions, further courses were delivered free of charge. Both venues were contacted and agreed to improve their signage, which has happened. An e-learning package on finance will be available in the next financial year. The website search facility cannot be improved at the current time but the Service has improved the A – Z index and introduced more topic areas which bring together information in one place on major governance functions. The Service is continuing to look at ways to improve governors' access to information on its website.

To put these figures into context, in 2017/18 the Service delivered 1736 hours of training, with over 10500 attendances at 712 sessions, alongside providing a clerking service to over 250 governing bodies.

If you would like to make a [complaint](#), [suggestion](#) or even a [compliment](#), we would be pleased to hear from you.