

**PRO-FORMA FOR ASSESSING THE RELEVANCE OF
FUNCTIONS/POLICIES TO THE GENERAL DUTIES UNDER THE
EQUALITY ACT 2010**

This form is to be completed by all service to assess whether a function, policy and operation has the potential for a negative or positive impact in relation to the general duties as per the Equality Act 2010.

Function/Policy Name:	Complaints, Compliments and Comments Policy (CCC)
Brief Description/Aims:	To support organisations deliver of customers engagement and support in line with national policies and instruments.
Date of Assessment:	1 st April 2015
Service:	Policy, Standards and Compliance.
Assessment Officer:	Iain Paterson

SECTION (1) EQUALITY COMPLIANCE

1.1 Which of the parts of the general duty is relevant to the function or policy:
(Delivering equality between people who share a protected characteristic and those that do not)

	Duty	Relevance (high, medium, low)	Details
1	Eliminate discrimination, harassment and victimisation	High	The CCC outlines the commitment CSG has to enable individuals, at any point in the organisation, to highlight their satisfaction, dissatisfaction and offer comments for future development or improvement of current services and support.
2	Advance equality of opportunity	High	The policy outlines the key principles of delivery a user focused approach which is quick and easier for the service user; fair, proportional and consistent ; delivers evidence based objectives ; seeks early resolutions and visible improvements . The CCC creates the foundation for an organisational wide and proactive culture that invites compliments, comments and complaints from services users, from all communities as positive resources and opportunities for development and improvement.
3	Foster good relations	High	In this regard the CCC and its associated procedures / tools reflect the general duties and practice these as an inherent part of the daily service delivery.

1.2 Is there any evidence or reason to believe that individuals/groups with protected characteristics could be affected?

(E.g. higher or lower uptake of services, barriers to equality in access?)

Protected Characteristic	Positive impact	Negative Impact
Age	Issues of concern, discrimination, and inequality will be evidence quickly through a customer led process and addressed within 20 working days in a manner that is transparent and documented through a national process. Equally individuals / communities have the opportunities to offer comments, compliments and ideas to inform to the development of new or improvement of current services and provisions.	
Religion & Belief		
Sexual Orientation		
Gender		
Disability		
Gender Reassignment		
Pregnancy & Maternity		
Any other information or group that may be affected?	The CCC delivers a user led and informed approach which is equally available and accessible to all communities and individuals, whether resident or visitors to Glasgow.	

SECTION (2)

EVIDENCE OF IMPACT

2.1 In coming to the above decision, with whom have you consulted and/or what information was gathered? *(Sources include the Household Survey, consultation, research reports, equality monitoring, customer feedback forms, complaints)*

No.	Consulted with / Research	Details of when / how	Outcome from consultation/research
	Not required as this is a national process directed by legislation. The amendments to the CCC represent operational changes to inform to a more effective delivery of the process.		

2.2 How much evidence have you collected?

	None	A little	Some	(A lot)
X				

2.3 Is there any public concern that functions/policies are being operated in a discriminatory manner? *(E.g. expressed in the media, research reports, the Household Survey, customer feedback forms or complaints)*

	None	A little	Some	(A lot)
X				

Please specify:

SECTION (3)

ANY OTHER INFORMATION

One of the instruments used in the formation of the CCC is the Scottish Public Sector Ombudsman's (SPSO) Model Complaints Handling Procedure.

The CCC provides active engagement tools through social media through the CSG website at: <http://www.communitysafetyglasgow.org/contact-us/making-a-complaint/>

SECTION (4)

ASSESEMENT

Given the information above is a full EIA required?

A full EIA is not required.

SECTION (5)

AUTHORISATION OF EIA

EIA Screening is to be completed by the service and forwarded to the Equality Team in Policy for assessment.

Responsibility	Name	Signature	Date
Officer Carrying Out Assessment	Nazim Hamid		
Equality Officer Assisting	Iain Paterson		
Head of Service <i>(Approved for publication)</i>	Nicola McPhee		