

**APPENDIX 2**

**ASB Customer Satisfaction Survey  
Improvement Suggestions**

<b>Improvement Suggestion</b>	<b>Actioned</b>	<b>Comments</b>	<b>Action Taken</b>
More information regarding the outcome of the complaint made, more updates to the complainer regarding action taken	Yes	Complainants requesting more specific information on action taken rather than general update.	Community Wardens have been asked to give more detailed updates to the office and more detailed updates are being fed back to the complainant.
Survey sent electronically needs to be designed more appropriately for completing online with reference number to relate to complaint	Yes, in process	Electronic version of survey could be enhanced to make more user friendly. Reference numbers had not previously been put on surveys so they could remain anonymous to encourage greater feedback.	Electronic version of survey is being enhanced. Appropriate space for reference number to be put on survey should the respondent wish. This allows the option for the response to remain anonymous.
More patrols of areas	Yes, if need evidenced and feasible	Responses have stated that they would like more visible patrols of their areas.	More patrols are put in place when intelligence identifies the need and resources allow. More general, ongoing patrols are not feasible due to resources.
One warden cannot cover whole of Elgin	Yes, if need evidenced and feasible	Current resources do not allow for an additional warden.	It has been identified and implemented that when complaints are low in other areas, wardens for

			that area are now being relocated to provide additional cover in necessary areas.
More support/advice	Already in place	All staff offer advice when complaints are made. Circumstances of complaints depend on level of advice. May be passed to other colleague/dept/agency for action	All complaints are assessed and referred to appropriate person for advice or to Victim Support if deemed necessary/appropriate
Offer appointments, talk over issues	Yes	Appointments can be time consuming and not always best use of time.	Appointments will be made with complainants if it is deemed necessary on the circumstances of the case/individual.
Timescale between complaint and warden making contact can be too long	Yes	Due to warden shift patterns and rest days it can take a few days for contact to be made.	Acknowledgement letters for complaints have been amended to now state that the warden will be in contact subject to shift patterns. This should help raise awareness that the service is not always immediate.
Ongoing/monthly checks to monitor situation has not got worse again	Yes	Do not have capacity to monitor every case in this manner, would be very time consuming.	Advise complainants in closure letter sent out that if anything further arises to report it.
Different departments working together to resolve complaints	Yes	Partnership working has always been prevalent within Safer Communities.	Continue to build on existing relationships with partners to enhance partnership working. Currently encouraging feedback from partners to gauge if we are delivering

			what they require.
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