



EQUALITY IMPACT ASSESSMENT (EIA)

EIA Register Reference Number:	2022-2025
Name of activity: (i.e. change, policy, procedure, project)	Compliments and Complaints Policy
Directorate/department:	Corporate Services/HR
Name of department head/policy owner/project lead:	Katie Mills
Name(s) of person(s) completing this assessment:	James Pinchin
Date of commencement of assessment:	01/04/2022
Dates of Review: (please complete the review log at time of each review)	01/06/2022

1. What is/are the aims/purpose and intended outcomes of the activity you are assessing?

The purpose of the policy is to ensure that complaints, comments and compliments are logged and investigated with due care and that complaints and their outcomes are logged for monitoring purposes. The policy applies to all complaints, comments and compliments received from members of the public or organisations. Separate procedures are in place for internal complaints or a complaint against a specific employee.

2. Who is/may be affected by the activity, and how? Consider applicants, service users, members of the public, RBFRS employees, partner organisations etc.

Please refer to the completion guidance.

Has any consultation taken place with those who may be affected in order to inform this assessment?

The policy affects the public and has implications to staff of RBFRS who will be responsible for adhering to the policy.

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Staff and representative bodies will be consulted on the proposed changes if policy is agreed and if further amendments are proposed will be presented to the next Audit and Governance Committee. If no further changes are required following publication, the Policy will be published.

Information

3. What information is already available that tells you what impact the activity has/will have on people? Consider quantitative and qualitative data, consultation, research, complaints etc. What does this information tell you?

Please list any policies that are related or referred to as part of this assessment.

Is there any equality data relating to this activity? Please also consider any further data that may inform your assessment i.e. consultations, complaint data, external research.

Please refer to the central register to identify any related existing EIAs.

Please describe any additional research undertaken to inform this assessment.

These sources of information will be used to inform your assessment of the activity.

The Local Government and Social Care Ombudsman's guidance documents including 'Effective Complaint Handling for Local Authorities' and 'Guidance on managing unreasonable complainant behaviour' were reviewed and used as a foundation for good practice throughout the policy.

Local Councils and other Fire and Rescue Services policies were reviewed to help identify any potential gaps and areas of improvement.

The Compliments and Complaints Policy and Procedure has been updated on the back of feedback that RBFERS received during the first HMICFRS Inspection. The Inspection highlighted a need for greater monitoring of complaints, a new monthly report has been created which is circulated to the Senior Leadership Team to help identify and track any potential trends. Reference to this report has been included in the updated policy.

4. What impact may this activity have on the following groups?

Assessment of impact on groups in **bold** is a legal requirement, but it is important to consider the potential impacts of your activity on all of the following groups to ensure that your activity does not have unintended consequences.

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	Neutral Impact	Positive Impact	Negative Impact	Please provide detail of potential impact(s), including any relevant evidence from the information section above:
Sex (Men and Women)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to sex.
Race (All Racial Groups)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to race.
Disability (Mental, Physical, and Carers of Disabled people)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessibility guidance has been added to the updated policy, with complainants able to appoint an advocate to act on their behalf, once the Service has received written consent.
Religion or Belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to religion or beliefs.
Sexual Orientation (All diverse sexual orientations)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to sexual orientation.
Pregnancy and Maternity (Includes new mothers and those returning to the workplace)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to pregnancy and maternity.
Marital Status (Married and Civil Partnerships)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to marital status.
Trans People (Includes non-binary)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not

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	Neutral Impact	Positive Impact	Negative Impact	Please provide detail of potential impact(s), including any relevant evidence from the information section above:
identities and all other diverse gender identities/expressions)				expected to have an impact relating to trans people.
Age (People of all ages)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to age.
People in different family circumstances (including those with caring responsibilities)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to people in different family circumstances.
People in different social circumstances (including socio-economic factors i.e. poverty and isolation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to people in different social circumstances.
Different employee groups (including consideration of on-call staff, grades, contract status. Also consider non-employee groups i.e. casual workers, volunteers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The policy will be universally applied and it is not expected to have an impact relating to sex.
Other – this may include consideration of other factors as relevant to the activity such as unemployment, homelessness, urbanisation, rurality, health and wellbeing implications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further consideration at this point.

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5. What further research or consultation is needed to check the impact/potential impact of the activity on different groups? If needed, how will you gather additional information, and from whom? Please refer to the EIA guidance.

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Summary of Assessment

6. Taking account of the assessment above, have any negative and/or disproportionate impacts been identified? If so, what amendments will you make to the activity?

No

7. After these amendments (if any) have been made, is/will there still be a negative impact on any group?

Yes

No

If No, go to section 9.

If Yes, please explain:

Click or tap here to enter text.

8. Can commencing or continuing the activity without further amendment be justified? If so, how? Please refer to the guidance documents for further information.

No

9. How can you ensure that any positive or neutral impact is maintained?

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Compliments and complaints are reviewed at the Strategic Performance Board as well as by the Audit and Governance Committee.

The new monthly report produced by the Business Support Team will also help to identify trends and monitor any impacts on varying groups.

10. How will you monitor the impact of the activity in future? Please identify timelines and responsible owner for monitoring, including detail of links to project/service plans if relevant.

All compliments and complaints are reviewed on an on-going basis with the Business Support Lead responsible for producing a monthly report for SLT as well as reports for the Strategic Performance Board.

Action Plan

Following the assessment, please complete the action plan below.

Action Plan Owner: Click or tap here to enter text.	Commencement date: Click or tap to enter a date.	Sign off date: Click or tap to enter a date. Please ensure all actions are completed before sign-off.
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As a result of conducting this assessment, what actions are proposed to remove or reduce any negative impact identified?

Action Plan

Identified Impact:	Recommended Actions:	Responsible Lead:	Target Completion Date:	Completion Date:
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Review Log

Please ensure that you update the action plan accordingly as a result of any changes to the assessment.

Date of Review:	Reason for Review: (i.e. outcomes of consultation, further research conducted, change to activity etc.)	Outcome of Review: (please describe resulting changes to EIA)
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Admin

Please send the first draft and any further amended versions to Business Support to be held in the central register.

Check this box if you have undertaken research as part of this assessment that may be of use to others in completing other equality impact assessments:

Append this equality impact assessment as necessary to project reports, business cases and other documents as relevant to governance routes.

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