**Complaints and Feedback Project Governance**

Business Owner: Lucy Harmer

Project Sponsor: Mary Gardner

Working group leads: Naghmeh Rajabi, Mary Gardner, Heather Bandenburg and Olivier le Quellec

Divisional/Team Reps: Services Admin, Wellbeing, Volunteering, I+A, Resources, Fundraising, Marketing, Policy & Influencing and Digital

Policy, Procedures, Guidance   
working group 1

Monthly meetings

**Naghmeh Rajabi - lead**

Heather Bandenburg

Mary Gardner

Sarah Williams

Alison Moore

Ahra An

Jay Sharma

George Tabeart

Flora Death

Emma Seaman

Marc Taylor

Sabreena Ali

Volunteers

Sam Allen

Kiran Saini

Olivier le Quellec

**To Deliver:**

Review and improve existing policies and procedures

Redefine and agree categories and escalation requirements

Review and agree where responsibilities lie

Review existing templates and agree changes

Project Group  
(Phase 1)

Monthly meetings

Project Manager

Naghmeh Rajabi

**Heather Bandenburg - lead**

Naghmeh Rajabi

Jay Sharma

Eddy Graham

Emma Seaman

Sabreena Ali

Alison Moore

Sarah Williams

Sam Allen

Kiran Saini

Ahra An

**To Deliver:**

Understand and agree best method for the consistent delivery of training across organisation

Develop and agree a robust training package

Build training requirements into induction as well as job and role requirements for all staff

Reporting & Monitoring working group 3

Monthly meetings

**Mary Gardner - lead**

Naghmeh Rajabi

Heather Bandenburg

Alison Moore

Ahra An

Jay Sharma

Flora Death

George Tabeart

Eddy Graham

Marc Taylor

Sarah Williams

Vicky Opitz/ Anton Krause

James Johnson

Olivier le Quellec

**To Deliver:**

Review reporting – what do we have, what do we need, who needs what, How often do we need it

Identify and agree reliable, time effective and accessible reporting method (linked with phase 2)

Develop and agree a learning and continuous improvement process

Quiet – until end of August 2019 Busy – from September 2019

Standard – throughout the project

**Resource Capacity**

Training and Development working group 2

Monthly meetings

Management System working group 4

Monthly meetings

**Olivier le Quellec - lead**

Mary Gardner

Naghmeh Rajabi

Heather Bandenburg

Jay Sharma

Alison Moore

Ahra An

Sarah Williams

Marc Taylor

Flora Death

Sabreena Ali

Vicky Opitz/ Anton Krause

**To Deliver:**

Review current management system

Identify system and process requirements for a robust process-flow management

Agree and source appropriate management and reporting system

Project Group  
(Phase 2)

Monthly meetings

Standard – throughout the project

Standard – throughout the project

Average time estimation:

**Busy periods** – ½ day a week **Standard input** – 1 day per month **Quiet period** – 3 hours per month

**Project Roles**

**Project Manager**

Person responsible for planning and delivering a project and managing the project’s people, resources and scope



**Project Sponsor**

Person who authorises the project and makes major decisions

**Business Owner**

Head of the department benefiting from the project; ensures deliverables are in line with business need; key point of knowledge and communication internally



**Project Team**

People overseeing the delivery of the project and making decisions; can come from different departments



**Project Working Groups**

People who take action to deliver the products required of their specific working group; can come from different departments

**Stakeholders**

People interested in the outcome of the project

**Project Timeline**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | March 2019 | April | May | June | July | August | September | October | November | December | January 2020 |
| **Milestone 1: Consultation** |  |  |  |  |  |  |  |  |  |  |  |
| 1a. Design and conduct survey monkey questionnaire |  |  |  |  |  |  |  |  |  |  |  |
| 1b. Carry out diagnostic sessions with key stakeholders |  |  |  |  |  |  |  |  |  |  |  |
| 1c. Evaluate results |  |  |  |  |  |  |  |  |  |  |  |
| **Milestone 2: Agreed requirements** |  |  |  |  |  |  |  |  |  |  |  |
| 2a. Review and improve existing policies and procedures |  |  |  |  |  |  |  |  |  |  |  |
| 2b. Redefine and agree categories and escalation requirements |  |  |  |  |  |  |  |  |  |  |  |
| 2c. Review and agree where responsibilities lie |  |  |  |  |  |  |  |  |  |  |  |
| 2d. Review external facing documents and paths and ensure easy access points for people at the front end to make providing feedback simpler and more efficient |  |  |  |  |  |  |  |  |  |  |  |
| 2e. Review existing templates and agree changes |  |  |  |  |  |  |  |  |  |  |  |
| **Milestone 3: Review and decide on storage platform and reporting solution** |  |  |  |  |  |  |  |  |  |  |  |
| 3a. Review existing system and look for alternative management systems |  |  |  |  |  |  |  |  |  |  |  |
| 3b. Source and agree an alternative system (decide either on a permanent or interim basis) in place of current system |  |  |  |  |  |  |  |  |  |  |  |
| **Milestone 4: Training** |  |  |  |  |  |  |  |  |  |  |  |
| 4a. Design |  |  |  |  |  |  |  |  |  |  |  |
| 4b. Delivery |  |  |  |  |  |  |  |  |  |  |  |
| **Milestone 5: Roll out** |  |  |  |  |  |  |  |  |  |  |  |