

<b>Meeting</b>	OLC Board	<b>Agenda Item No.</b>	3
		<b>Paper No.</b>	129.2
<b>Date of meeting</b>	18 October 2023	<b>Time required</b>	35 minutes
<b>Title</b>	Customer Walkthrough		
<b>Sponsor</b>	Steve Pearson / David Peckham		
<b>Status</b>	<b>OFFICIAL</b>		
<b>Executive summary</b>			
<p>The attached slides form the basis of a walkthrough of the key stages and interaction points that any LeO customer could go through as a complaint is considered, whether that be by way of early resolution or full investigation.</p> <p>The pack also includes a range of illustrative customer satisfaction feedback from the various stages of LeO's processes.</p> <p>The pack also includes some additional optional pre reading. To provide further context as to a typical customer experience we have included so sample correspondence that would be sent to customers at different stages of LeO's process. The content of each sample correspondence would be tailored to reflect the specifics of each particular case and therefore the sample documents are for illustrative purposes only</p>			
<b>Recommendation / action required</b>			
Board is asked to note the content of the attached slides			
<b>Equality Diversity and Inclusion</b>			
<b>EDI implications</b>	<b>Yes</b>		
The slides talk to the different ways in which LeO can engage with its customers which can in part be impacted by reasonable adjustments – the feedback provided also shows the views of customers about the process and service they have experienced.			
<b>Freedom of Information Act 2000 (Fol)</b>			
<b>Paragraph reference</b>	<b>Fol exemption and summary</b>		
<b>Appendix to the pack</b>	The appendix contains documents from real cases which have been suitably redacted for circulation to Board but should not be disclosed to the public as they contain personal information S.40 FOIA		
<b>Customer feedback slides (slides 3,4,6,8,9)</b>	These slides contain information and feedback provided directly to LeO and on a confidential basis and which could contain personal data which could enable a customer to be identified – additionally		

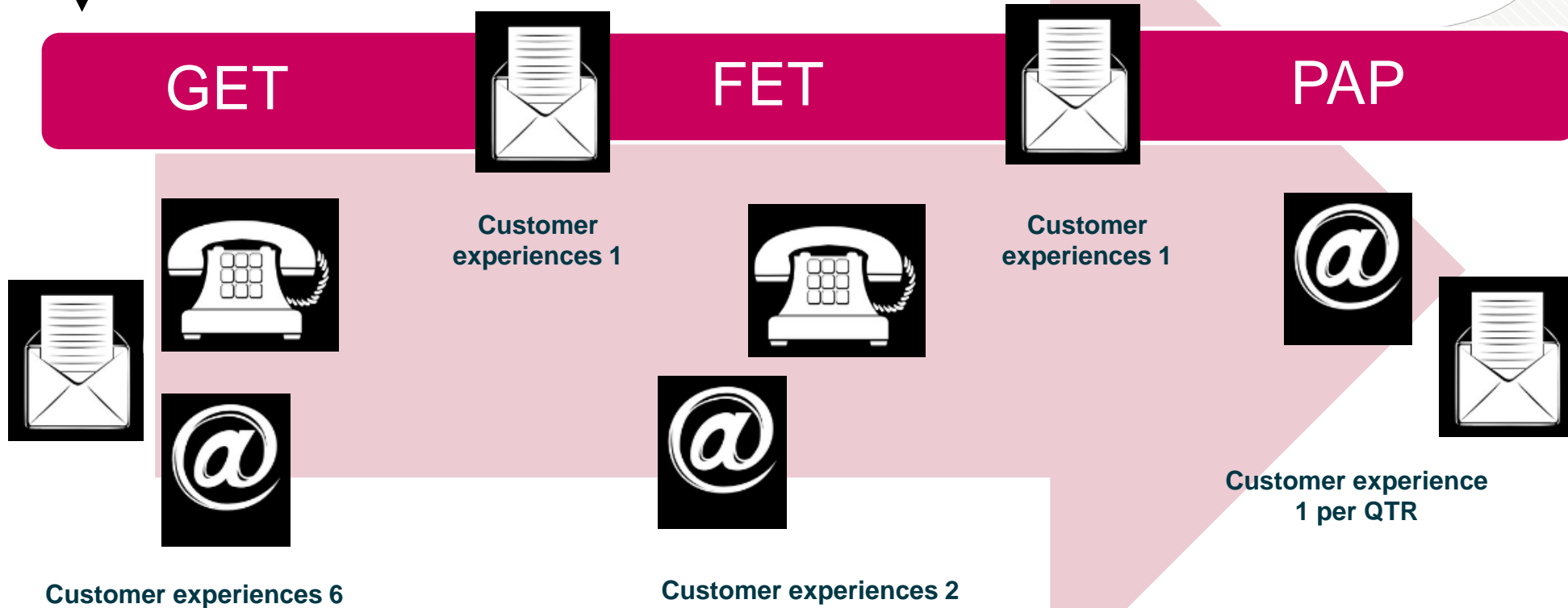
	any disclosure of this feedback could breach customer confidentiality. S.40 and 41 FOIA
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# The Customer Experience

# General Enquiries and Early Resolution

A customer may experience up to 10 contacts

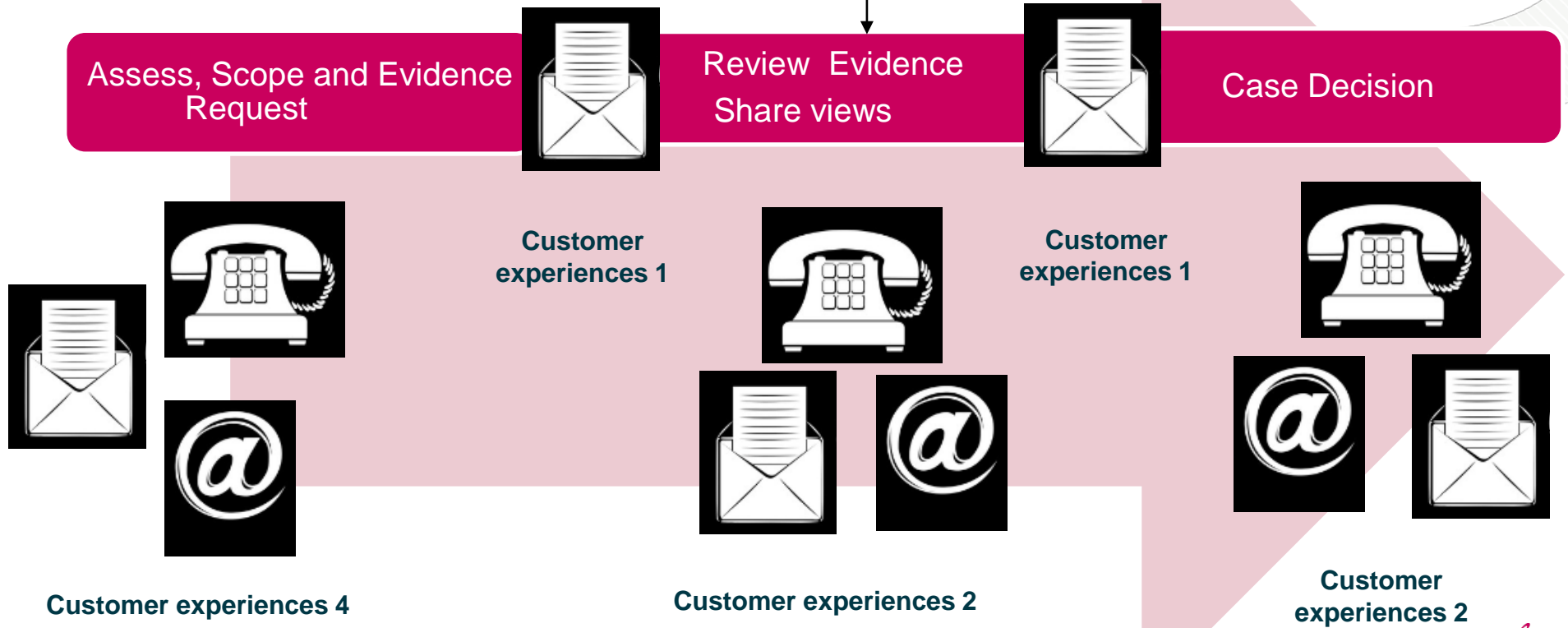
Customer Satisfaction Survey  
Complaint Checker stage



# Assessment and Investigation

**Customer Satisfaction Survey  
Between case age 40 and 53**

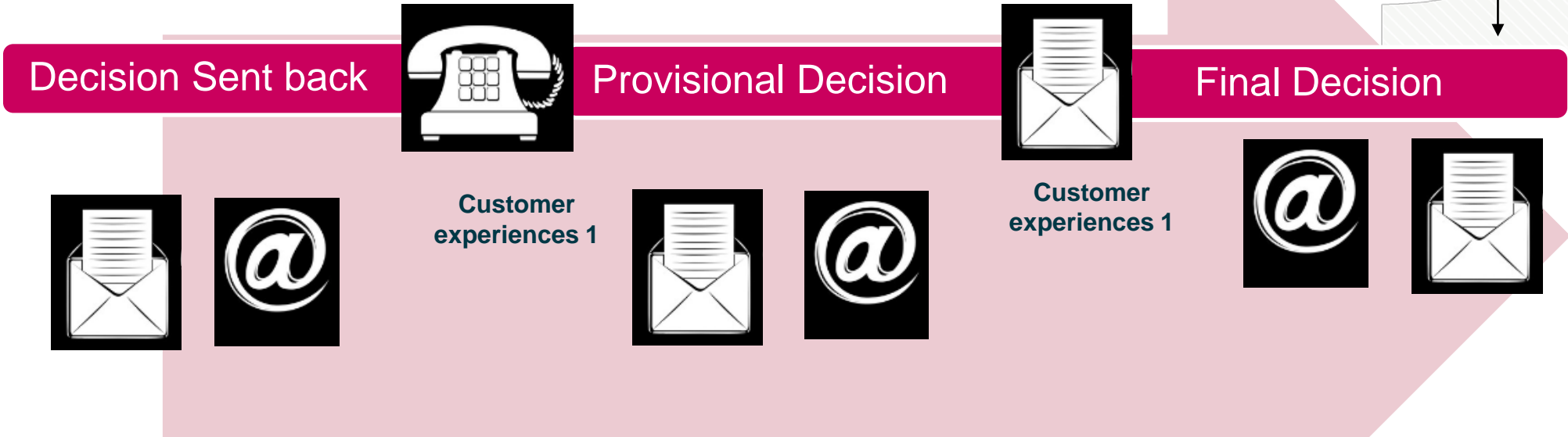
**A customer may  
experience 10  
interactions**



# Ombudsman Decision

A customer may experience up to 5 contacts

Customer Satisfaction Survey Case Concluded by Ombudsman Decision



Customer experiences 1

Customer experiences 1

Customer experience 1

LEGAL OMBUDSMAN