

MPIO Report

Alf McMillan August 2020



MPIO - Key Activities - 2019/2020



During the past year, people who made contact with the VSA MPIO have received:

- Confidential and impartial information about their rights, responsibilities and options when making a complaint or raising a concern
- Careful listening to their concerns - that is, acting as a 'sounding board'
- Support as required

The VSA MPIO worked with other members of a working group developing new and revised policy documentation to improve GFA governance and the integrity of GFA processes, administration and operations, including:

- Complaint process review, development and analysis
- Policy document review
- Policy development
- Document drafting