

**Register Advisory Board (RAB) Meeting
02 March 2017**

Summary of Minutes

- The Board were advised a new website and overhaul of the IT infrastructure is due to be launched in summer 2017.
- The Board were updated that collaborative work is continuing with UKCP and BPC.
- The Board were advised the number of complaints has begun to level off, whereas the number of adjudications has continued to increase. It was highlighted that changes to the professional conduct procedure were now undergoing legal scrutiny by external lawyers.
- The Register Officer (Entry) and Register Officer (Maintenance) attended the meeting and gave a presentation on the mystery shopping vs audit inspections report. The Board was advised there were strengths and problems with both proposals. These topics have been raised in an audit consultation and steps are being taken to organise a webinar to gain further member insight into collecting third party feedback.
- The Board were informed that the ASK Kathleen service is vital in terms of accessibility to complaints, with 40% of complaints dealt with going through the service.