

Scoring of entries

Our aim is to provide a robust and transparent judging process that provides clarity and confidence to all involved.

Entries are scored using predetermined criteria, with written entries being used to provide shortlisted finalists who then also make 15-minute presentations to a panel of judges. Scores are generated from a combination of the written entry and the live presentations.

Winners from each category are identified based on the highest score. An overall winner, one across initiative and organisation will be identified from the highest scores overall.

All entrants receive feedback reports to help continuously improve their business performance. Finalists will receive evaluation feedback reports showing their performance vs other finalists, including winners.

Scoring grid

Scoring stages	By whom	Basis of assessment	Outcome	Impact on scoring
1. Shortlist				
Shortlist judging panel 3 – 5 Judges		Written entry Criteria 1 - 5 <i>Summary will be especially important</i>	Shortlist of finalists	Score not carried forward
2. Assessment of the finalists				
Category judging panels 3 – 5 Judges each		Written entry Criteria 1 - 5	Score	50% of weighting of final score for all Categories
Category judging panels 3 – 5 Judges each		Live presentation Criteria 1 - 5	Score	50% of weighting of final score for all Categories

There is a standard set of 9 criteria across all of the categories. All 9 criteria will be used for both the shortlisting of finalists (by the judging panel) and for the scoring of written entries (by the finalist judging panel).

There is an additional criterion for Best Complaint Handler, Complaints Professional, Complaint Handling Leader and Complaint Handling Team of the Year. Finalist presentations will be scored against criteria 2-9 only (or 2-10 if applicable).

Scoring criteria - Discipline

Scoring criteria Overall maximum word count allowed is 2000 words including the summary	Recommended word count
About the organisation	
<p>1. The Business Case What was the trigger or inspiration behind the initiative? What did you want to change or achieve and why was it necessary? How did you expect your 'Business As Usual' (BAU) to differ once you had achieved your objectives and goals?</p>	200
<p>2. Measuring Success What quantitative measures did you use to affirm the initiative's success? Where quantitative metrics were difficult to prove, how else did you assess this and/or performance? How did these metrics differ to those used before and why were they better? Did you have to change or reassess these metrics as the initiative progressed?</p>	200
<p>3. Implementation Describe the stages of implementing your initiative, and the time periods they ran over. Did things go according to plan or did you have to make changes, and what led to this? What impact did implementing these changes have on BAU and how did you minimise any disruption?</p>	200
<p>4. Engagement How did you engage with staff and other stakeholders to keep them on board? How were they involved or assimilated into the initiative? How did you address any issues or manage any conflict?</p>	200
<p>5. Benefits and Outcomes From what period have you been able to measure the success of the initiative? What quantitative results did you achieve? How did they compare with what you envisaged? How are your results reflected in terms of performance, both internally (QA, KPI outcomes, root cause etc) or, where applicable, externally (such as ADR results or regulatory information)? Did the initiative have any additional benefits or positive results that you didn't originally foresee – or any negative ones? How will you ensure you can sustain or continue to improve these results?</p>	200

Scoring criteria - People and Teams

Scoring criteria Overall maximum word count allowed is 2000 words including the summary	Recommended word count
About the organisation	
<p>1. The Business Case What was the trigger or inspiration behind your initiative? What did you want to change or achieve and why was it necessary? How did you expect your 'Business As Usual' (BAU) to differ once you had achieved your objectives and goals?</p>	200
<p>2. Measuring Success What quantitative measures did you use to affirm your success? Where quantitative metrics were difficult to prove, how else did you assess this and/or performance? How did these metrics differ to those used before and why were they better? Did you have to change or reassess these metrics as the initiative progressed?</p>	200
<p>3. Implementation Describe the stages of implementing your initiative, and the time periods they ran over. Did things go according to plan or did you have to make changes, and what led to this? What impact did implementing these changes have on BAU and how did you minimise any disruption?</p>	200
<p>4. Engagement How did you engage with staff and other stakeholders to keep them on board? How were they involved or assimilated into the initiative? How did you address any issues or manage any conflict?</p>	200
<p>5. Benefits and Outcomes From what period have you been able to measure the success of your/your team's work? What quantitative results did you achieve? How did they compare with what you envisaged? How are your results reflected in terms of performance, both internally (QA, KPI outcomes, root cause etc) or, where applicable, externally (such as ADR results or regulatory information)? Did the initiative have any additional benefits or positive results that you didn't originally foresee – or any negative ones? How will you ensure you can sustain or continue to improve these results?</p>	200

Scoring Guidelines

Rating	Description of how well the entry meets the criteria	Score available
Outstanding	Compelling, robust, fully evidenced description	80 - 100
Strong	Very good story with some strong evidence	60 - 79
Adequate	Good, well evidenced description	40 - 59
Limited	Some weak areas, would have benefited from more evidence	20 - 39
Weak	Unconvincing, weakly evidenced description	0 - 19