

BUDGET AND PERFORMANCE PANEL

COMPLIMENTS and COMPLAINTS HALF YEARLY REPORT

5 November 2013

Report of Chief Officer (Environment)

PURPOSE OF REPORT

To enable Budget and Performance Panel to undertake performance monitoring of the complaints procedure.

This report is public

RECOMMENDATIONS

(1) That Budget & Performance Panel note the content of the report.

1.0 Introduction

1.1 Following the introduction of the revised Customer Comments, Compliments and Complaints policy it was agreed by Cabinet in line with the recommendations of the Council's Overview and Scrutiny Committee that Budget and Performance Panel undertake regular half yearly monitoring of the complaints procedure. This report sets out key data on the level and nature of complaints for the first half of 2013.

2.0 Details

2.1 Complaints data from 1st April – 25th September 2013 is set out in Appendix 1. In summary results are as follows:

- There have been a total of 92 complaints received. Of these 48 have been upheld, 37 were not upheld and 7 are still awaiting an outcome. Table 1 in Appendix 1 sets out the split by service area.
- In the same period the council have received a total of 43 compliments. (Note these are compliments received via the customer service centre. It is likely that more have been received by individual services but not recorded)
- Table 2 in Appendix 1 sets out complaints split by stage. The vast majority of complaints received are stage 1.
- Table 3 in Appendix 1 sets out total complaints split by reason and service area. The main reasons identified for complaints are failure to follow procedure and neglect or unjustifiable delay.

2.2 The summary above needs to be considered within the context of the thousands of transactions that the Council undertakes each and every day across the diverse range of services it delivers.

3.0 Conclusion

3.1 The revised Customer Comments, Compliments and Complaints policy is now in operation and collation and analysis of data is being carried out at a corporate level. Although data is currently only available for two quarters initial indications are that the policy is working effectively. The next report is due on completion of a full years' operation at which time fuller data will be available enabling a more detailed analysis to be presented including a review of sample complaints. In addition at this time information will be available on changes to procedure made as a result of identification of areas for improvement and sharing of best practice.

CONCLUSION OF IMPACT ASSESSMENT (including Health & Safety, Equality & Diversity, Human Rights, Community Safety, Sustainability and Rural Proofing)

There are no direct implications as a result of this report.

LEGAL IMPLICATIONS

There are no legal implications of this report.

FINANCIAL IMPLICATIONS

There are no direct financial implications of this report.

OTHER RESOURCE IMPLICATIONS

Human Resources:

None

Information Services:

None

Property:

None

Open Spaces:

None

SECTION 151 OFFICER'S COMMENTS

The Deputy Section 151 Officer has been consulted and has no further comments.

MONITORING OFFICER'S COMMENTS

The Deputy Monitoring Officer has been consulted and has no further comments.

BACKGROUND PAPERS

None

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