

Corporate Issues Overview and Scrutiny Committee

10 October 2016



Customer Feedback: Complaints Compliments and Suggestions 2016/17 – Quarter 1

Report of Ian Thompson, Corporate Director of Regeneration and Local Services

Purpose of the Report

- 1 To present to Corporate Issues Overview and Scrutiny Committee (CIOSC) the Customer Feedback: Complaints, Compliments and Suggestions report for 2016/17 Quarter 1 (Full report attached at Appendix 2).

Background

- 2 The report in relation to the Council's performance and key issues regarding complaints, compliments and suggestions is aligned to the performance reporting mechanisms, so the implications of this customer feedback can inform scrutiny of Council performance.

Quarter 1, 2016/17

- 3 The full report at Appendix 2 provides a breakdown of all corporate complaints received by the Council during 2016/17 quarter 1. It summarises the Council's performance in dealing with corporate complaints, explores the themes and identifies the action we will take to not only put things right for an individual but to improve wider service provision
- 4 The report includes an overview of complaints made to the Local Government Ombudsman (LGO), as well as compliments and suggestions, and also the LGO's Annual Review Letter 2016 for the year ended 31 March 2016. This is an annual summary of statistics on complaints, and is attached at appendix 3.

Recommendations

- 5 Members are asked to note the information in the report.

Appendix 1: Implications

Finance

Financial settlements relating to LGO decisions are included in the report

Staffing

Where there is an issue regarding a complaint in relation to staff misconduct or behaviour, this is handled in accordance with the appropriate HR policies

Risk

Not applicable

Equality and Diversity

Customer feedback data is monitored in relation to equality and diversity

Accommodation

Not applicable

Crime and Disorder

Not applicable

Human Rights

Not applicable

Consultation

Not applicable

Procurement

Not applicable

Disability Discrimination Act

Customer feedback data is monitored in relation to disability

Legal Implications

Legal support is provided in appropriate cases