

Corporate Issues Overview and Scrutiny Committee

25 November 2013



Customer Feedback: Complaints, Compliments and Suggestions Quarter 2 Report 2013/14

Report of Terry Collins, Corporate Director for Neighbourhood Services

Purpose of the Report

- 1 To present to Corporate Issues Overview and Scrutiny Committee (CIOSC) the Customer Feedback: Complaints, Compliments and Suggestions Quarter 2 Report 2013/14 (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 2 Report 2013/14

- 3 The full report at Appendix 2 provides details for each service grouping in relation to both statutory and non-statutory complaints compliments and suggestions received in quarter 2 2013/14

Review of the complaints process

- 4 The Council's Customer First Strategy is in the process of being refreshed and includes a review of the current Corporate Complaints Policy and a revised mechanism for capturing learning outcomes. This work cuts across all service areas of the council and is aimed at both streamlining the processes currently in place and implementing an approach to working much more closely with service areas to use customer feedback, and in particular customer demand instigated by service failure, to ensure that improvement actions are implemented.

Recommendation

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

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