

**Corporate Issues Overview and Scrutiny  
Committee**

**27 March 2014**



**Customer Feedback: Complaints,  
Compliments and Suggestions  
Quarter 3 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 3 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 3 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 3 2013/14.

**Recommendation**

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

---

**Contact: Mary Readman Tel. 03000 268161  
Email: [mary.readman@durham.gov.uk](mailto:mary.readman@durham.gov.uk)**

---

---

## **Appendix 1: Implications**

---

**Finance – N/A**

**Staffing – N/A**

**Risk – N/A**

**Equality and Diversity / Public Sector Equality Duty – N/A**

**Accommodation – N/A**

**Crime and Disorder – N/A**

**Human Rights – N/A**

**Consultation – N/A**

**Procurement – N/A**

**Disability Issues – N/A**

**Legal Implications – N/A**