

**Corporate Issues
Overview and Scrutiny Committee**

20 April 2015



Customer Feedback Report Q3 2014 15

**Report of Terry Collins, Corporate Director of Neighbourhood
Services and Lorraine O'Donnell Assistant Chief Executive**

Purpose of the Report

- 1 To present to Corporate Issues Overview and Scrutiny Committee the Customer Feedback: Complaints, Compliments and Suggestions Quarter 3 Report 2014/15 (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. 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 2014/15.

Recommendation

- 3 The Committee is asked to note the information in the report and provide feedback on the details surrounding the Q3 information.

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Appendix 1: Implications

Finance

There can be financial settlements awarded by the Local Government Ombudsman where the council is found to be at fault.

Staffing

Complaints regarding staff are dealt with through the Council's HR policies

Risk

Complaints can have an impact on the reputation of the Council

Equality and Diversity / Public Sector Equality Duty

Complaints regarding equalities issues are highlighted to the Corporate Equalities Team

Accommodation

None

Crime and Disorder

Not applicable

Human Rights

Not applicable

Consultation

Not applicable

Procurement

Not applicable

Disability Issues

As equalities

Legal Implications

Legal advice is sought for complex stage 2 complaints. Complaints escalated to the Local Government Ombudsman are handled within the Legal and Democratic Services Team.