

## **Corporate Issues Overview and Scrutiny Committee**



**23 July 2015**

### **Customer Feedback : Complaints Compliments and Suggestions Year End Report 2014/15**

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## **Joint Report of the Corporate Director for Neighbourhood Services and Assistant Chief Executive**

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### **Purpose of the Report**

- 1 To present to Corporate Issues Overview and Scrutiny Committee (CIOSC) the Customer Feedback : Complaints, Compliments and Suggestions year-end 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.

### **Year-end Report 2014/15**

- 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 the year-end report 2014/15.

### **Recommendations**

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

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## **Appendix 1: Implications**

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### **Finance**

None

### **Staffing**

None

### **Risk**

None

### **Equality and Diversity**

None

### **Accommodation**

None

### **Crime and Disorder**

None

### **Human Rights**

None

### **Consultation**

None

### **Procurement**

None

### **Disability Discrimination Act**

None

### **Legal Implications**

None