

# Corporate Issues Overview and Scrutiny Committee

23 July 2015



## Corporate Complaints Review

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### Report of Lorraine O'Donnell, Assistant Chief Executive

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#### Purpose of the Report

1. To present to members of the Corporate Issues Overview and Scrutiny Committee the revised corporate complaints policy following the Corporate Complaints Review agreed by Cabinet on 10 June 2015.

#### Background

2. At its meeting held on 10 June 2015, the Cabinet approved a revised corporate complaints policy which had been developed following a corporate complaints review. A copy of the Cabinet report is attached to this report (Appendix 2).
3. Su Jordan, Civil Contingencies Unit and Programme Office Manager, Assistant Chief Executive's will be in attendance to give members a presentation outlining the key revisions to the corporate complaints policy.

#### Recommendation

4. The Corporate Issues Overview and Scrutiny Committee is asked to note the revised Corporate Complaints Policy that includes a new approach for dealing with abusive, unreasonably persistent or vexatious complaints.

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## Appendix 1: Implications

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**Finance** – There are currently no financial implications.

**Staffing** – No additional resources are envisaged but staff may take on a changing role to ensure an enhanced customer experience and improved service delivery.

**Risk** – There is a risk that current performance could be negatively affected by the introduction of the new approach but this will be closely monitored throughout the rollout and action taken to address any issues.

**Equality and Diversity** – A screening of the revised policy has been completed.

**Accommodation** – There are currently no accommodation implications.

**Crime and Disorder** – N/A

**Human Rights** – N/A

**Consultation** – As part of the review process consultation has been undertaken with customers who had previously complained to the council.

**Procurement** – There are currently no procurement implications.

**Disability Discrimination Act** – A screening of the revised policy has been completed and is attached to the report.

**Legal Implications** – No legal implications although legal advice sought throughout the development of the policy.