

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



**17 November 2015**

### **Customer Feedback : Complaints Compliments and Suggestions 2015/16 – Quarter 1**

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## **Report of Terry Collins, Corporate Director for Neighbourhood Services**

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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 report for Quarter 1 2015/16 (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 1 2015/16**

- 3 The full report at appendix 2 provides details for each service grouping in relation to both the statutory and corporate complaints, compliments and suggestions received during the first quarter of 2015/16 and the learning outcomes which are built into service improvement as a result of the investigations into them.

### **Changes to Customer Feedback reporting**

- 4 As the new Complaints Policy and Process was adopted by Cabinet in July, there is now an opportunity to review the way in which this information is presented to Members and to include previous feedback. The new way of reporting is proposed to focus on the key issues our customers are presenting through their feedback and the work being done to address these, as well as providing the direction of travel in terms of numbers of complaints, compliments and suggestions.

## **Recommendations**

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

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**Contact: Mary Readman Tel. 03000 268161**

**E-Mail: [mary.readman@durham.gov.uk](mailto:mary.readman@durham.gov.uk)**

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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