

Corporate Issues Overview and Scrutiny Committee



26 January 2016

Customer Feedback : Complaints Compliments and Suggestions 2015/16 – Quarter 2

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 report for Quarter 2 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 2 2015/16

- 3 This quarter's report is in a new format, providing a stronger focus on high level strategic messages and learning outcomes.
- 4 The full report at appendix 2 provides details in relation to both the statutory and corporate complaints, compliments and suggestions received during the second quarter of 2015/16 and the learning outcomes which are built into service improvement as a result of the investigations into them.
- 5 The report also includes an overview of complaints made to the Local Government Ombudsman (LGO).

Recommendations

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

Contact: Mary Readman Tel. 03000 268161

E-Mail: mary.readman@durham.gov.uk

Appendix 1: Implications

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