

Corporate Issues Overview and Scrutiny Committee



20 April 2016

Customer Feedback : Complaints Compliments and Suggestions 2015/16 – Quarter 3

Report of Oliver Sherratt, Interim 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 3 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 3 2015/16

- 3 The full report at appendix 2 provides details in relation to both the statutory and corporate complaints, compliments and suggestions received during the third quarter of 2015/16 and the learning outcomes which are built into service improvement as a result of the investigations into them.
- 4 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.

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Appendix 1: Implications

Finance

Financial settlements relating to LGO decisions are included in the report

Staffing

Where there is an issue regarding a complaint in relation to staff misconduct or behaviour, this is handled in accordance with the appropriate HR policies

Risk

Not applicable

Equality and Diversity

Customer feedback data is monitored in relation to equality and diversity

Accommodation

Not applicable

Crime and Disorder

Not applicable

Human Rights

Not applicable

Consultation

Not applicable

Procurement

Not applicable

Disability Discrimination Act

Customer feedback data is monitored in relation to disability

Legal Implications

Legal support is provided in appropriate cases