

Corporate Issues Overview and Scrutiny Committee

11 July 2016



Customer Feedback: Complaints Compliments and Suggestions 2015/16 – Year-end

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 year-end, 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.

Year end, 2015/16

- 3 The full report at Appendix 2 provides a breakdown of all corporate complaints received by the Council during the 2015/16 financial year. It summarises the Council's performance in dealing with corporate complaints, explores the themes and identifies the action we will take to not only put things right for an individual but to improve wider service provision
- 4 The report also includes an overview of complaints made to the Local Government Ombudsman (LGO), as well as all compliments and suggestions.
- 5 We are required by law to publish an annual report in relation to statutory complaints. As the Annual Representations Report for 2015/16 will be presented to members at Corporate Issues Overview and Scrutiny Committee on 10 October 2016, and will include detailed information in relation to social care representations received during 2015/16, statutory complaints are excluded from this year-end report

Recommendations

- 6 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