

# Corporate Issues Overview and Scrutiny Committee

11 July 2016



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

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### Report of Oliver Sherratt, Interim 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 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**

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### **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