

# Corporate Issues Overview and Scrutiny Committee

26 January 2017



## Customer Feedback: Complaints Compliments and Suggestions 2016/17 – Quarter 2

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### Report of Ian Thompson, Corporate Director of Regeneration and Local 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 2016/17 Quarter 2 (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, 2016/17

- 3 The full report at Appendix 2 provides a breakdown of all corporate complaints received by the Council during 2016/17 quarter 2. 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. The report also provides positive feedback in the form of compliments across services and also suggestions from customers as to what they think we should consider to improve service provision.

#### Recommendations

- 4 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