

COPRORATE SERVICES & PARTNERSHIPS POC - MAJOR REVIEW - COUNCIL'S CORPORATE COMPLAINTS PROCEDURE

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REASON FOR ITEM

To enable the Committee to agree the scoping report for the review and to receive background information and a presentation on the topic.

OPTIONS OPEN TO THE COMMITTEE

The Committee is asked to note the draft scoping report (to follow) and the information provided on the review topic.

BACKGROUND

1. At the last meeting of the Committee discussion took place on topics for the Committee's first major review of this Municipal Year. After further discussions with the Chairman, in consultation with officers, it was agreed that the first major review should be on the Council's Corporate Complaints Procedure.
2. There are three complaint procedures that operate within this Council.
 - Complaints made by children or on their behalf are governed by the Children Act 1989, Representations Procedure (England) Regulations 2006 (Statutory Instrument 2006 No. 1738).
 - Adults' services complaints are managed in line with the 'The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009'
 - All other complaints are dealt with under the Corporate Complaints Procedure.
3. The first two complaint procedures are set by statute and the Council is required to follow legislation with little scope for doing otherwise. However, the Corporate Complaints is different because it is agreed locally and it is this procedure which Members will be considering as part of their review. The Corporate Complaints Procedure currently operates as follows;
 - Informal Complaints (Service requests)
 - Stage 1 – Response from the Head of Service or Deputy Director
 - Stage 2 – response from the relevant Corporate Director
 - Stage 3 – response from the Chief Executive of the Council
 - Stage 4 - Designated Person for the Council (**for housing complaints only**)

- Housing Ombudsman for Housing complaints with all other complaints being directed to the Local Government Ombudsman.
4. All Service areas within the Council, except those mentioned in paragraph 2 are covered by the Corporate Complaints Procedure. The Council is required to publish annual complaint reports which are first presented to the relevant Policy Overview Committee. For Children and Education Services, this is the Children's, Young People and Learning POC and for Housing and Adult Social Care this is the Social Services Housing and Public Health POC. The 2013/14 reports are due to be presented to both POC's in September and a snapshot of some of the statistics detailed in the reports will be reported orally to the Committee during the review.

PAPERS WITH REPORT

APPENDIX A - Corporate Complaints Procedure