

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

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## **REASON FOR ITEM**

To hear from witnesses who will provide evidence for this Committee's review on examining the effectiveness of the Council's Corporate Complaints Procedure and to be provided with information and statistics on the Council's performance in relation to complaints.

## **OPTIONS OPEN TO THE COMMITTEE**

- 1. To question the witnesses who are providing the Committee with evidence for the Committee's review.**
- 2. To receive further information on areas of the review which were requested at the last meeting.**
- 3. To make amendments to the scoping report for the review if necessary (Appendix 1).**

## **BACKGROUND**

1. At the last meeting of the Committee, Members were provided with a presentation which provided an overview of the Council's Corporate Complaints procedure. The Council's Head of Performance and Improvement provided Members with a brief run-down of the statistics as they related to complaints which are received from residents.
2. For this meeting, the Committee will be provided with further information relating to:
  - Trends and patterns of complaints which may indicate there may be a problem in a particular service area;
  - How does the Council learn from complaints and what examples are there of where the Council have improved services as a result of complaints?
  - What evidence is there of officers solving complaints with the use of "intelligent intervention", rather than letting a complaint pass through the three stage complaints process?
  - What training is given to Council managers to deal with complaints?
  - What literature and information is available for residents to understand their access to the complaints procedure?
  - The Council's compensation policy for complaints; is it appropriate and relevant or does it need revising;
3. As stated at the last meeting, Annual Complaints Reports are submitted to both the Children, Young People & Learning Policy Overview Committee and the Social Services, Housing & Public Health Policy Overview Committee. Copies of both these

reports are attached to this report to enable Members to gauge the picture on complaints the Council receives (**Appendix 2**).

## **WITNESSES**

4. For this meeting, the following will provide evidence for the review:

- Dan Kennedy - Head of Performance and Improvement
- Ian Anderson - Complaints and Service Improvement Manager (Administration)
- Nigel Dicker - Deputy Director - Public Safety & Environment - (Residents Services)

## **PAPERS WITH REPORT**

**APPENDIX 1 - Scoping Report**

**APPENDIX 2 - Annual Complaints Report to Children, Young People & Learning  
Policy Overview Committee**

**APPENDIX 3 - Annual Complaints Report to the Social Services, Housing & Public  
Health Policy Overview Committee**