

Regulatory & Audit Committee

Title: Feedback, Compliments and Complaints Procedure

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Author: Jamie Hollis

Contact officer: Kate Mitchelmore

Local members affected: All areas

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

The purpose of this report is to present the Committee with a revised Feedback, Compliments & Complaints Procedure for consideration.

Recommendation

Committee is asked to:

Approve the draft Feedback, Compliments & Complaints Procedure

A: Background:

Members will recall the annual compliments and complaints report regularly referred to this Committee, which serves to outline activity in these areas over the preceding 12 month period. The annual report highlights trends and any particular issues for further attention, and is an opportunity to secure Committee feedback as to the process and its results. The procedure that underpins this process also falls within the remit of the Committee, and this enables the Committee to be involved in the entire end-to-end process.

The revised draft procedure attached to this report at **Appendix A** replaces the previous Feedback & Complaints Procedure. The draft follows a review of how the Council manages complaints with a particular emphasis on timescales and the quality of complaint responses. As a result of work in this area, we have seen improvements to both response times and the quality of responses over the last two years. In this revised procedure the time frames for stage 1 complaints have been reframed with a soft target of 10 working days and 20 working days for more complex cases, which reflects these

improvements and earlier discussions with the Committee about targets. The target for stage 2 complaints is set at 20 working days for all cases, to reflect the additional time required to deal with matters referred to this part of the process.

The draft procedure, once agreed, will be published on our website to be used by both staff and customers enquiring about complaints.

It should be noted that this procedure is for corporate complaints. There are separate procedures for children's and adults statutory complaints which are written in conjunction with The Children Act 1989 Representations Procedure (England) Regulations 2006 and Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

B: Resource implications

This proposal can be contained within existing resourcing so there should be no direct impact.

C: Legal implications

No legal implications.

D: Other implications/issues

No other implications.

E: Feedback from consultation, Local Area Forums and Local Member views (if relevant)

This matter was discussed at Regulatory & Audit Committee in August 2018 and comments from that meeting around timescales have been incorporated.

Background Papers

There are no background papers.
