

<b>SUBJECT:</b>	<i>Compliments, Comments and Complaints Procedure</i>
<b>RELEVANT MEMBER:</b>	<i>Cllr Duncan Smith, Cabinet Member for Customer Services</i>
<b>RESPONSIBLE OFFICER</b>	<i>Nicola Ellis, Head of Customer Services</i>
<b>REPORT AUTHOR</b>	<i>Nicola Ellis;</i>
<b>WARD/S AFFECTED</b>	<i>(All Wards);</i>

### 1. Purpose of Report

For Members to review the attached draft Compliments, Comments and Complaints Procedure and provide feedback.

### RECOMMENDATIONS

#### 1. Members note and comment on attached draft Compliments, Comments and Complaints Procedure.

### 2. Reasons for Recommendations

Feedback from members of the Overview and Scrutiny Committee is sought so that this can be taken into account prior to the new procedure being adopted.

### 3. Background

3.1. One of the projects to be delivered as part of the Customer Experience Programme is to review the way that we deal with Compliments, Comments and Complaints across the Councils. The Councils have a current policy but this is due for review to ensure that it is consistent across both Councils and that it follows best practice as recommended by the Local Government Ombudsman.

3.2. At this time all services deal with their own complaints, comments and compliments, whilst following the corporate policy. This means that we are missing out on opportunities to learn from this feedback from our customers and to adjust service delivery to best meet their needs. It also means that we do not have effective central monitoring of response times to complaints and reasons for complaints.

3.3. The business case for the Customer Experience Programme identified that complaints should be monitored centrally and that we should take opportunities to learn from feedback and also to report to members on the feedback we have received and the actions taken as a result.

3.4. This project is part of phase one of the Customer Experience Programme and during this phase we will be reviewing and agreeing the procedure and designing a process where all such feedback will be first triaged by Customer Services so that we can identify if a complaint is being made or whether the issue can be deemed as a service request. There will be workflow created in our new digital platform using a case management system and this will enable central monitoring of responses and actions taken. Holding all this information centrally will mean that we are able to oversee the whole process and report on outcomes to SMT and to members.

3.5. The first stage of this project is to agree the new complaints procedure. This first draft of this is attached as Appendix One.

#### **4. Corporate Implications**

7.1 Financial – there are no additional financial implications. This project is included as part of the Customer Experience Programme

7.2 Legal – No legal implications but the policy is in line with recommendations by the Local Government Ombudsman

#### **8. Links to Council Policy Objectives**

Links to delivery of cost effective customer focused services and the Customer Experience Programme.

#### **9. Next Steps**

Feedback on the procedure has been received from Management Team and Heads of Service and Chiltern District Council Customer Services PAG. Once feedback is received from this committee this procedure will be amended accordingly. The next step is to complete the design of the process for reporting, dealing with, monitoring and reporting on complaints. This will be done as part of the phase one work of the Customer Experience Programme and will be going live in June 2019. However the new procedure will be introduced from 1<sup>st</sup> April 2019 with the services dealing with their own complaints using current processes until incorporated in to the new case management system.

The procedure and process will be shared with the Customer Experience Programme Members Working group on 11<sup>th</sup> February for their final approval as part of the programme. .

<b>Background</b>	It is a legal requirement to make available background papers relied on to
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<b>Papers:</b>	prepare a report and should be listed at the end of the report (copies of background papers for executive decisions must be provided to Democratic Services). <b>Hyperlinks to papers published online should be used where possible. Where there are no background papers, insert None.</b>
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