

a) Complaints/Comments/Compliments - Information and Improvements

Contact Officer:

Jean Roberts

Ext: 3202

Recommendation

The Standards Committee is asked to:

Note the attached data and charts for the periods 1 April-30 June 2012 (Quarter 1).

Corporate Implications

The establishment and maintenance of complaints procedures is conducive to the discharge of the Council's various functions and as such are authorised by Section 111 of the Local Government Act 1972.

There are no financial implications.

A robust complaints procedure assists in minimising the risks to the Council arising from complaints.

Background

Quarterly information is supplied to all business units which record complaints, comments or compliments on ServiceMail, and after consultation with managers, composite information for each Management Team and the Strategic Management Board. Further complaints statistics are also incorporated as Local Performance Indicators by the Policy and Research Unit.

Report

The information and charts for the quarter are attached herewith. In addition a summarised report on LG Ombudsman complaints is also attached. The target in place for complaints responded to in target is 90% for this year.

The following are the priority areas for improvement and the results for this quarter for all services within the Council:

1. Answering complaints within our corporate timescale of 10 working days

This quarter there was a total percentage of complaints within target of 90.6%, slightly above target.

2. Review of Complaints by business units to "Learn Lessons" and Improvements Made

For this quarter there are 3 improvements recorded, a good result and an increase from the previous quarter.

3. Customer Feedback Cards - Complaints

The numbers of customer feedback responses will always be lower than the number of complaints received as these are sent out after our response. This quarter has seen feedback logged for 41 out of the 64 items received, which is a good improvement from the last quarter. Feedback for this quarter with regard to outcome stands at 90% satisfaction, complaint handling 88%, and speed of response stands at 95%.

4. Complaints to the LG Ombudsman

There have been no findings of maladministration. There are 3 current ongoing Ombudsman enquiries.

5. Compliments Logging

The total for compliments logged is 98 for this quarter, another improvement from the last quarter. Three service areas are all in the lead with 20 compliments each – Environmental Health, Customer Service Centre and Off-Street Parking. This is a very good result for the services concerned.

Comments/actions from Strategic Management Board

- (a) Future reports be submitted directly to SMB, following an initial review by Service Managers and Servicemail users;
- (b) Future reports are reduced in detail, with the retention of the graphs and key information;
- (c) That a report back be made following the conclusion of the investigation into the increasing number of complaints regarding the automated telephone system [*Meetings now taking place with small working party to review and improve the telephone system for customers*].

(b) LGO Annual Report – 2011-12

The Standards Committee is asked to note the annual report provided by the LG Ombudsman.

Background Papers

“Have We Got It Right” leaflet for the public.