

## **COMPLAINTS/COMMENTS/COMPLIMENTS - INFORMATION AND IMPROVEMENTS**

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Wards affected: All

### ***PROPOSED DECISION***

The Standards Committee is asked to:

Note the attached data and charts for the period 1 October- 31 December 2012 (Quarter 3).

#### **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 on this data is supplied to all business units which record complaints, comments or compliments on ServiceMail, and then composite information is provided for SMB.

Further complaints statistics are also incorporated as Local Performance Indicators by the Policy and Communications Team.

### **Report**

The information and charts for the quarter are attached herewith, together with a summarised report on LG Ombudsman complaints to 15<sup>th</sup> January 2013. The target for complaints to be responded to in target is 90%.

(a) Answering complaints within target (10 working days):

This quarter there was a total percentage of complaints within target of 99%, an excellent quarter and substantially above target (only one complaint answered out of target).

(b) Review of Complaints and Improvements as a result of complaints:

For this quarter there are 2 improvements recorded, one for Homelessness and one for Refuse services.

(c) Complaints to the LG Ombudsman:

There have been no findings of maladministration. There is one current ongoing Ombudsman enquiry.

(d) Compliments Logging

The total for compliments logged is 108 for this quarter, and the service area with the most compliments is the Customer Service Centre with 29, with Off-Street Parking coming second with 20 compliments. This is a very good result and the number of compliments is exceeding complaints by 35%.

### **Current Issues**

- (1) With regard to customer requests to Councillors regarding housing complaints, work is proceeding to initially obtain relevant contact details for all our local housing associations, and following that a protocol can be worked up for our councillors. Red Kite are in the process of forming a Customer Panel for complaints and customer service issues and it may be that complaints could be referred to that Panel.
- (2) Automated phone system: Improvements have been shown from recent statistics with regard to customers' use of the system - following the shortening and improved wording of some of the scripts. Work is continuing and future work will also be done to provide relevant information on Council Tax and Benefit letters and publications.

### **Background Papers**

"Have We Got It Right" leaflet for the public.