

Complaints/Comments/Compliments - Information and Improvements

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Recommendation

The Standards Committee is asked to:

Note the attached data and charts for the period 1 January - 31 March 2013 (Quarter 4).

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 then composite information is provided for SMB.

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

Q4 Report

Complaints/Comments/Compliments

The information and charts for the quarter are attached herewith, together with a summarised report on LG Ombudsman complaints to the year end (31 March). 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 98%, an excellent quarter and substantially above target (yet again, only one complaint answered out of target).

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

For this quarter there are 5 improvements recorded, one each for Cleansing, Environmental Health, Housing maintenance (retained stock), Recycling and Refuse.

(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 84 for this quarter, and the service area with the most compliments is the Customer Service Centre (again) with 17, followed by Environmental Health with 14 and Refuse and Development Management tying with 9 compliments each. This is a very good result and the number of compliments is exceeding complaints by 158%.

Current Issues

Work is proceeding with regard to the phone system, and including information about which services are available online. Currently work is proceeding on the Benefits phone line, and it is hoped to again provide information about services shortly to be provided on the web, including the new Benefits calculator.

Background Papers

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