



Date of Meeting	23 July 2019
Portfolio	Cabinet Member for Neighbourhoods, Community & Culture
Report Author	Carolyn Whitham
Public/Private Document	Public

### 3rd & 4th Quarter Corporate Complaints

#### Executive Summary

1. The report provides Members with a summary of corporate complaints and compliments received during the third and fourth quarters of 2018/19.

#### Recommendation

2. It is recommended that Members of the Committee consider and scrutinise the information contained in the report and assess whether further information or explanation is required regarding any of the issues raised in the report.

#### Reason for Recommendation

3. Part of the Council's performance management process is to ensure the Authority's ambition to continuously improve services is realised, and actions or decisions may need to be taken to maintain improvement.

#### Key Points for Consideration

4. The Local Government & Social Care Ombudsman's definition of a complaint is *"an expression of dissatisfaction about a Council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response"*. In cases of service requests, these would not be considered under this process.

In total, 276 new complaints were received during the second half of 2018/19 across all services. The majority of the complaints were resolved at stage one, with only 12 escalating to stage two. Three complaints were dealt with directly at stage two due to the nature of the complaint, and 5 complaints were dealt with at stage three. A total of 164 compliments were received in this reporting period.

There was a slight reduction in the overall number of complaints received this year with the majority of services receiving fewer complaints in this reporting

period compared to the previous year.

### Lessons learned

Complaints provide the Council with valuable feedback to develop and improve our services to meet the needs of our customers. The following are examples of changes made by services in response to feedback from residents during this reporting period:

*Customer Service refresher training was provided for all Customer Services staff.*

*The downloadable forms on the Council website to apply for a memorial bench were updated to ensure the information and pricing is accurate.*

*The Registrars Service has procured an online booking facility for appointments which is currently in the test stage and will be implemented in the very near future. This will provide another pathway via which customers can make an appointment which will be more convenient and more efficient for many customers.*

*The Highways Service will be working closely with contractors to ensure that residents are given as much notice as possible when roadworks will be happening in their local area.*

### Local Government & Social Care Ombudsman

Details of complaints dealt with by the Ombudsman are presented in a separate report which is produced on receipt of the Local Government & Social Care Ombudsman's Annual Review.

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#### **Alternatives Considered**

None. Information has been compiled from the complaints recording system used by all services to record complaints and compliments.

<b>Costs and Budget Summary</b>
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5. There is no additional costs or budget implications from this report.

<b>Risk and Policy Implications</b>
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6. There are no specific risk issues for Members to consider arising from this report.

Complainants have the opportunity to refer their complaint to the Local Government & Social Care Ombudsman for up to twelve months from completion of the Council's complaints process; therefore there is a risk that the outcome of a future Ombudsman investigation into a complaint may

result in a recommended financial remedy. Complaints considered by the Ombudsman are reported to Overview and Scrutiny Committee annually on receipt of the Ombudsman's annual report.

<b>Consultation</b>
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7. Not applicable.

<b>Background Papers</b>	<b>Place of Inspection</b>
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8. None	
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