

Report to Corporate Overview and Scrutiny Committee



Date of Meeting	14 September 2021
Portfolio	Leader of the Council
Report Author	Theresa Edwards
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 2020/21.

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 total, 282 new complaints were received during the second half of 2020/21 across all services. The majority of the complaints were resolved at stage one, with only 17 escalating to stage two and 2 complaints being dealt with at stage three. A total of 119 compliments were received in this reporting period.

There was a slight increase in the number of complaints received during this reporting period compared to the same period last year, however, 31.5 % of the overall number of complaints received were found to be not upheld

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:

Information on the Council's webpage has been updated with correct number for residents to contact the Council with enquiries for Covid and Contact Centre staff informed of signposting related to Covid queries they are unable to help with.

A final written response will be sent to all applicants who submitted a pre-planning application enquiry.

Amendments have been made to the Council's website for information relating to requests for a new waste bin where a resident's bin has been stolen.

Highways Service to provide updates on reporting system following investigations into reports of potholes, to ensure the most recent information is available should the Service receive follow up enquires.

Review undertaken by Revenues and Benefits Service when referring cases to Legal Services where legal advice is required for financial assessments to improve the referral process.

4.1 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.

Alternatives Considered

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

Costs and Budget Summary

5. None of the complaints dealt with in this reporting period had financial implications.

Risk and Policy Implications

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.

Consultation

7. Not applicable.

Background Papers	Place of Inspection
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| 8. No | |
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