



Report title: 22/23 Annual Corporate Complaints Report

Report to: Corporate Overview and Scrutiny Committee

Date of meeting: Monday, 31 July 2023

Cabinet Portfolio Holder: Councillor Wardle

Report of: Carly Cooke Customer Feedback Manager

Public or private: Open

Key Decision?:

Published on the Forward Plan:

1. Report summary

The report provides Members with a summary of corporate complaints and compliments received during the reporting period for April 1st 2022 until 31st March 2023

2. Recommendations

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.

3. Reason for recommendation

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.

4. Alternatives considered

None. Information has been compiled from the complaints recording system used by all services to record complaints and compliments. There remains some housing complaints which do not currently process via the current CRM, these are captured manually.

5. Key information

In total, 825 new complaints were received during 2022/23 across all corporate services. The majority of the complaints were resolved at stage one, with only 75 escalating to stage two and 21 complaints being reviewed at stage three. A

total of 241 compliments were received in this reporting period for 1st April 2022 – 31st March 2023

There was an increase in the number of complaints received during this reporting period compared to the same period last year of 98%

66% of the overall complaints in this reporting period were upheld with 32% of the overall number of complaints received found to be not upheld. The remainder were found to be out of scope or withdrawn.

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:

Supervisors now taking more responsibility for the volume complaints to instil a feeling of ownership and accountability.

Changes in team engagement to include regular and refresher training on new systems and holding regular team meetings

Structure changes in back office team to support increased complaint volumes

Have appointed temporary staff to assist core staff resource

The Council and Your Trust are working together to develop proposals for a complete rebuild of the toilets and activity centre at the main car park in what will be a much enhanced and modernised provision with significantly enhanced toilet provision.

Crews not to use residents bins as server bins.

6. Finance

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

7. Legal

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.

8. Human resource

No considerations for Human resource

9. Sustainability impact

No considerations for Sustainability

10. Other considerations (corporate priorities, risks)

No other considerations

Background Papers:

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