

**SCRUTINY COMMISSION - 3 JUNE 2015**

**CORPORATE COMPLAINTS AND COMPLIMENTS ANNUAL REPORT 2014 –  
2015**

**REPORT OF THE DIRECTOR OF CORPORATE RESOURCES**

**Purpose of Report**

1. The purpose of this report is to present for the Commission's consideration the Corporate Complaints and Compliments Annual Report, covering the period 1 April 2014 to 31 March 2015. This is attached as appendix A to this report.

**Policy Framework and Previous Decisions**

2. A new Corporate Complaints Procedure was adopted by the Authority in April 2010 which requires an Annual Report to be produced, analysing and reviewing complaints received during the preceding 12 months.

**Background**

3. The Customer Relations Team manages and co-ordinates complaints relating to 3 separate complaints systems –
  - (i) Adult Social Care statutory process;
  - (ii) Children's Social Care statutory process;
  - (iii) Corporate Complaints process – these are complaints relating to other services provided by the Council where there is no other form of redress.
4. This third category is the subject of this report. Both statutory processes are subject to other reporting processes and annual reports on both areas will follow shortly to the respective Overview and Scrutiny Committees.
5. As detail is included in the Annual Report itself, the purpose of this report is simply to pick out some of the main, headline issues emerging from the analysis of complaints activity for 2014/2015.

**Headline statistics**

**Complaints received and outcomes**

6. During 2014-15 the following complaints were received (2013-14 figures in brackets)

- 293 Corporate complaints (271) – an 8% increase
  - 33 Local Government Ombudsman (LGO) complaints (45) – a 27% decrease
7. 150 Corporate complaints were upheld - 56 totally; 94 partially - which is 51% of the total received (52% in 2013-14).
8. The status of the LGO complaints received during 2014/15 is as follows.
- 15 Closed after initial enquiries;
  - 4 No fault found after full investigation;
  - 2 Maladministration with injustice;
  - 1 Referred to another organisation;
  - 7 Premature;
  - 4 Awaiting LGO decision.
9. All decisions have now been finalised on Ombudsman complaints received in 2013/14 and whilst the outcome categories are not directly comparable, in six cases maladministration was found in 2013/14.

### **Response times**

10. During 2014-15, complaint response times were almost identical to prior year (2013-14 figures in brackets):
- 80% of all complaints received a response within 10 working days (82%);
  - 96% received a response within 20 working days (97%);
  - 100% received a response within the maximum 60 days recommended by LGO (100%).
11. The average response time for all complaints was 6.94 working days in line with prior year (6.83)

### **Issues complained about and numbers upheld**

12. The top three issues complained about were as follows:

- |  |                    |
|--|--------------------|
| ○ Quality of Work                          | 70 or 24% of cases |
| ○ Professional Judgement / Decision making | 41 or 14% of cases |
| ○ Delays in providing services             | 40 or 14% of cases |

13. The top three issues most likely to be upheld were as follows:

- Delays in providing services - upheld in 90% of cases;
- Keeping Informed / Updated – upheld in 83% of cases;
- Accuracy / Clarity of Information - upheld in 71% of cases.

14. Of the complaints submitted via the Ombudsman, financial remedies totalled just £850, again down on last year (£1,000).

## **New Developments**

15. Customer Relations Manager now has a rolling schedule of visits to Service Manager team meetings to discuss complaints themes and explore any support required to managers.
16. The increased use of case studies to illustrate the experience of complainants. During 2015/16 it is intended to increase the scope of this by inviting complainants to be involved in mapping their journey both before and during the complaint.
17. Effective Complaints handling training delivered to 45 managers within the organisation. Feedback from participants has been extremely positive and in many cases, the quality of their responses has demonstrably improved.
18. The Annual Report now includes specific themes which Chief Officers are asked to consider within their respective departmental management teams. These themes reflect the insight gained from engagement with complainants and Ombudsmen and which act as a framework for continually improving the organisation's performance in responding to complaints effectively.

## **Recommendations**

19. The Commission is asked to:
  - (i) note the contents of the Corporate Complaints Annual Report, covering the period 1 April 2014 to 31 March 2015.
  - (ii) provide comment and feedback on the content and analysis within the Report.

## **Circulation under the Local Issues Alert Procedure**

None.

## **Background Papers**

Corporate Complaints and Commendations Annual Report 2013 – 2014: Scrutiny Commission - 4 June 2014

## **Officer to Contact:**

Simon Parsons, Customer Relations Manager  
Tel: 0116 3056243  
Email: [simon.parsons@leics.gov.uk](mailto:simon.parsons@leics.gov.uk)

## **List of Appendices**

Corporate Complaints and Compliments Annual Report 2014 – 15

## **Equality and Human Rights Implications**

20. An equalities Impact and Human Rights Assessment was carried out during 2013-14 which concluded that there was no requirement to proceed to a full evaluation.