



**SCRUTINY COMMISSION – 6 JUNE 2018**

**CORPORATE COMPLAINTS AND COMPLIMENTS ANNUAL REPORT  
2017 – 2018**

**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 2017 to 31 March 2018. 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 in autumn 2018 to the respective Overview and Scrutiny Committees.
5. As detail is included in the Annual Report itself, the purpose of this report is to highlight the headline issues emerging from the analysis of complaints activity for 2017/2018.

**Headline statistics**

**Complaints received and outcomes (2017-18 comparative data in brackets)**

6. During 2017-18 the following complaints were received

- 268 Corporate complaints (260) – a 3% increase
  - 47 Local Government and Social Care Ombudsman (LGO) enquiries (44) – a 7% increase
7. 101 Corporate complaints were upheld - which is 38% of the total received (36%)
8. 40 Ombudsman decisions were made during 2017/18 as follows:
- 10 Closed after initial enquiries;
  - 7 No fault found after full investigation;
  - 14 Outside of LGO remit;
  - 5 Premature;
  - 4 Maladministration with injustice;

### **Response times**

9. During 2017-18, complaint response times were broadly similar to the previous year but remain above internal targets (2016-17 figures in brackets):
- 65% of all complaints received a response within 10 working days (69%);
  - 90% received a response within 20 working days (90%);
  - 99% received a response within the maximum 65 days recommended by LGO (99%).

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

10. The top three issues complained about were as follows

- |                                |                    |
|--------------------------------|--------------------|
| • Delays in providing services | 55 or 21% of cases |
| • Quality of Work              | 44 or 16% of cases |
| • Professional decision making | 41 or 15% of cases |

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

- |                               |                        |
|-------------------------------|------------------------|
| • Accuracy of Information     | upheld in 61% of cases |
| • Quality of work             | upheld in 53% of cases |
| • Delay in providing services | upheld in 51% of cases |

12. Of the complaints adjudicated on by the Ombudsman, financial remedies totalled just £50. The figure for 2016-17 was £1,025

### **New Developments**

13. "Effective complaints handling" training continues to be delivered to managers within the organisation. Feedback from delegates has been positive and in many cases the quality of responses has demonstrably improved.
14. Work continues on enhancing our complaints toolkit to help managers access guidance and templates when responding to complaints

15. Procurement of a single consolidated system for management of complaints, freedom of information (FOI) requests and subject access (SAR) requests. This should offer administrative benefits and enhanced reporting capabilities.

### **Recommendations**

16. The Commission is asked to:

- (i) note the contents of the Corporate Complaints Annual Report, covering the period 1 April 2016 to 31 March 2017.
- (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 Compliments Annual Report 2016 – 2017: Scrutiny Commission – 19 July 2017

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### **List of Appendices**

Corporate Complaints and Compliments Annual Report 2017 – 18

### **Equality and Human Rights Implications**

None

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