



## SCRUTINY COMMISSION – 19 JANUARY 2011

### CORPORATE COMPLAINTS 2010 – 2011

#### REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

##### Purpose of the Report

1. The purpose of this report is to present a copy of the Corporate Complaints six monthly report, covering the period 1 April to 30 September 2010.
2. In future, Annual Reports will be submitted, as soon as possible after 31 March of each year.

##### Policy Framework and Previous Decisions

3. The revised Corporate Complaints Procedure was approved by the Council's Corporate Management Team at the meeting held on 7 April 2010.

##### Background

4. One feature of the new procedures is to produce Annual Reports, analysing and reviewing complaints received during the preceding 12 months.
5. As this is the first year of handling complaints under the new procedures, it was considered appropriate to undertake such analysis and produce a report summarising complaints received during the first six months of operation.

##### Key Points

6. As the report covers the first six months of the operation of the new procedures and revised handling arrangements, comparisons with previous years are not possible. 2010/11 will be used as a benchmark for corporate complaints.
7. From a total of 104 complaints received, 31% have been upheld either partly or totally.
8. Of the complaints resolved within the first six months, 58% received a response within 10 working days, 78% received a response within 20

working days and 92% received a response within the 60 working day maximum expected by the Ombudsman. 6 complaint responses exceeded the 60 working day maximum.

9. Service delivery, communication and staff conduct are the issues complained about most often.
10. Communication issues were upheld most often but, in total, only 25% of such complaints were upheld.
11. Only 2 complaints submitted via the Ombudsman were settled locally by the County Council.

### **Recommendations**

12. The Scrutiny Commission is asked to note the contents of and provide feedback on the Six Monthly Report, covering the period April to September 2010.

### **Background Papers**

None.

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

None.

### **Officer to Contact**

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### **List of appendices**

Appendix – Corporate Complaints Six Monthly Report

### **Equal Opportunities Implications**

None.