



SCRUTINY COMMISSION - 5 JULY 2013

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

**CORPORATE COMPLAINTS AND COMMENDATIONS ANNUAL
REPORT 2012 – 2013**

Purpose of Report

1. The purpose of this report is to present for the Commission's consideration the Corporate Complaints and Commendations Annual Report, covering the period 1 April 2012 to 31 March 2013. This is attached as an Appendix to this report.

Background

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.

Key Points

3. The report covers the third full year of the operation of the new procedures and revised handling arrangements. Comparative figures for the prior year are included throughout the Annual Report.
4. The number of complaints has increased by 13% compared to the previous year. From a total of 234 complaints received, 44% have been upheld either partly or totally.
5. The Environment and Transport Department had the most complaints (146). However, it should be noted that the bulk of Adults and Communities and Children's and Young Peoples complaints fall under statutory complaints procedures and are reported separately.
6. Of the complaints resolved within the year, 83% received a response within 10 working days, 98% received a response within 20 working days and all complaints received a response within the 60 working day maximum expected by the Ombudsman.
7. Service delivery and communication were the issues complained about most often, with service delivery the highest at 46%. It is recognised however that these categories are broad and are in need of further refinement. A review of classification has taken place for the year 2013/14

8. There were 5 complaints, submitted via the Ombudsman during 2012/13 wherein maladministration was found. These all related to School Transport and specifically around our walking route assessment policy. The policy was reviewed and has been confirmed as fully compliant.
9. There has been a significant increase in the number of commendations recorded (101) which is up from 66 in 2011/12 and just 15 in 2010/11. This figure is still not considered to be a true reflection of positive customer opinion. Redressing this balance of positive and negative customer feedback will remain a key objective of the Customer Relations Team for the year ahead

Recommendations

10. The Scrutiny Commission is asked to:

- (a) Note the contents of the third Corporate Complaints and Commendations Annual Report 2012 - 2013, covering the period 1 April 2012 to 31 March 2013;
- (b) Provide comment and feedback on the Corporate Complaints Annual Report; and
- (c) Note the positive steps being made in both complaints handling times and capturing commendations.

Background Papers

None

Circulation under the Local Issues Alert Procedure

None.

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List of appendices

Appendix – Corporate Complaints and Commendations Annual Report 2012 – 13

Equal Opportunities Implications

None.