

## Report of the Portfolio Holder for Resources and Personnel Policy

### Quarterly Complaint Report

#### 1. Purpose of Report

To provide Members with a summary of complaints made against the Council.

#### 2. Recommendation

**Cabinet is asked to NOTE the report.**

#### 3. Detail

This report outlines the performance of the Council in dealing with complaints, including: at stage one those managed by the service areas, at Stage 2, those managed by the Complaints and Compliments Officer and at Stage 3 passed to the Local Government Ombudsman (LGO) or Housing Ombudsman (HO).

- **Appendix 1** provides a summary of the Council's internal complaints statistics.
- **Appendix 2** provides a summary of the complaints investigated by the Council formally under Stage 2 of the Council's formal complaint procedure.
- **Appendix 3** provides a summary of the complaints determined by the Ombudsman.

Overall, of the 115 Stage 1 complaints received, 19 were investigated under the Stage 2 complaints procedure and four were investigated by the LGO or HO. Under the Stage 2 complaints procedure, nine complaints were not upheld, 10 complaints were upheld. Further details can be found in **Appendix 2**. The Ombudsman investigated four complaints made against the Council in quarter 2, of which two were upheld and two were not upheld. Further details can be found in **Appendix 3**.

This report was considered by the Governance, Audit and Standards Committee on 25 November 2024.

#### 4. Key Decision

Not applicable.

#### 5. Updates from Scrutiny

Not applicable.

**6. Financial Implications**

The comments from the Head of Finance Services were as follows:

The cost of compensation is charged either directly to the service or recognised in a central corporate budget. There are no additional financial implications associated with this report. Any significant additional budgets required, above virement limits, would require approval by Cabinet.

**7. Legal Implications**

The comments from the Monitoring Officer / Head of Legal Services were as follows:

It is important to note that the Council's approach to handling complaints is within the parameters of the following key pieces of legislation: Part III of the Local Government Act 1974 and Chapter 6 of the Localism Act 2011 (for Housing Services complaints) and Section 40 of the Social Housing (Regulation) Act 2023 (that introduced the Complaint Handling Code).

**8. Human Resources Implications**

The comments from the Human Resources Manager were as follows:

Not applicable.

**9. Union Comments**

The Union comments were as follows:

Not applicable.

**10. Climate Change Implications**

Not applicable.

**11. Data Protection Compliance Implications**

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

**12. Equality Impact Assessment**

Not applicable.

**13. Background Papers**

Nil.