

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

**Complaint Report 2024/25**1. Purpose of Report

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

2. Recommendation

**The Committee 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 two, managed by the Complaints and Compliments Officer and at stage three 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 two of the Council's formal complaint procedure.
- **Appendix 3** provides a summary of the complaints determined by the Ombudsman.

Of the 429 stage one complaints received overall, 81 were investigated under the stage 2 complaints procedure and seven were investigated by the LGO. Under the stage 2 complaints procedure, 39 complaints (48%) were not upheld, 41 complaints (50%) were upheld and one was withdrawn (2%). Further details can be found in **Appendix 2**. The Ombudsman investigated seven complaints made against the Council. Three complaints were recorded as not upheld, resulting in no further action being required by the Council, four complaints were upheld. Further details can be found in **Appendix 3**.

4. Key Decision

This is not a key decision.

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:

Whilst there are no direct legal implications arising from this report, 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).

**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**

The climate change implications are contained within the report.

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.