

Report of the Portfolio Holder - Resources and Personnel Policy

Quarterly Complaints Report

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 167 stage one complaints received overall, 31 were investigated under the stage 2 complaints procedure and three were investigated by the LGO.

Under the stage two complaints procedure, 17 complaints (53%) were not upheld, 13 complaints (41%) were upheld and two (6%) were withdrawn during the course of the investigation. Further details can be found in **Appendix 2**.

The Ombudsman investigated five complaints made against the Council. Two complaints were recorded as not upheld, resulting in no further action being required by the Council, and three complaints were upheld. Further details can be found in **Appendix 3**.

4. Key Decision

Not Applicable.

5. Updates from Scrutiny

Not Applicable.

6. Financial Implications

The comments from the Assistant Director 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 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

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.