

**Report of the Portfolio Holder for Resources and Personnel Policy****Quarterly Complaint Report**1. Purpose of Report

To provide Members with a summary of recent 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 1 those managed by the service areas, at Stage 2 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.

Of the 96 Stage 1 complaints received overall, 22 were investigated under the Stage 2 complaints procedure and three were investigated by the LGO/HO. Under the stage 2 complaints procedure, 16 complaints (73%) were not upheld, 6 complaints (27%) were upheld. Further details can be found in **Appendix 2**.

The Ombudsman investigated three complaints made against the Council. Two complaints were recorded as not upheld resulting in no further action being required by the Council. One complaint was 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 Interim Deputy Chief Executive and Section 151 Officer 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**

Not applicable.

**9. Union Comments**

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.