

WELWYN HATFIELD BOROUGH COUNCIL
RESOURCES OVERVIEW AND SCRUTINY COMMITTEE – 18 JULY 2016
REPORT OF THE DIRECTOR (STRATEGY AND DEVELOPMENT)

COMPLAINTS MONITORING REPORT 2015/16

1 Executive Summary

- 1.1 This report informs ROSC about the number and type of complaints reported on LAGAN during 2015-16.
- 1.2 Included in the report is demographic data on the profile of customers who have made a complaint about a council service over this period.

2 Recommendation(s)

- 2.1 That the Committee notes the contents of the report as it is for information only.

Implications

3 Legal Implication(s)

- 3.1 There are no direct legal implications arising from this report.

4 Financial Implication(s)

- 4.1 There are no direct financial implications arising from the production of this report.

5 Risk Management Implications

- 5.1 There are no direct risk management implications arising from the production of this report.

6 Security & Terrorism Implication(s)

- 6.1 There are no direct security and terrorism implications arising from this report.

7 Procurement Implication(s)

- 7.1 There are no direct procurement implications arising from this report.

8 Climate Change Implication(s)

- 8.1 There are no direct climate change implications arising from this report.

9 Explanation

- 9.1 This report covers all complaints received through the Council's customer relationship management (CRM) system from 1 April 2015 to 31 March 2016.

Due to the different ways that contact with the council is recorded across service areas, the data does not reflect the total number of contacts over the year.

- 9.2 All Council services are asked to enter complaints received on to the CRM system. This helps us to identify and take action in respect of any identifiable trends, and then to shape any service improvements accordingly. Complaints are part of our compliments, comments and complaints (3C's) process and for the purpose of this report, the number of comments and compliments received across our services has also been included.
- 9.3 In order for our customers to understand what we class as a complaint is, the Council promotes the definition of a complaint as 'an expression of dissatisfaction about an action, lack of action or about the standard of a service; whether the incident refers to the Council itself or a body acting on behalf of the Council.'
- 9.4 The Customer Services Client Manager underlines the importance of registering all comments, complaints and compliments on the CRM system to our services. Training is also offered to Officers on using the CRM system to log and monitor the 3C's as the need arises.
- 9.5 The Council also collects demographic customer data. This is collected either when customers contact us using the online form, or via the form which is included in the 3C's leaflet, although this is voluntary.
- 9.6 The report also breaks down whether a complaint is 'justified', 'unjustified' or is deemed to be a 'request for service'. All services have the opportunity to establish which of these categories applies to the complaint once it has been investigated and resolved.
- 9.7 A further breakdown of complaints by service area is reported through the Council's internal Performance Clinics on a quarterly basis. This includes a summary of the complaints and the type of complaints received by our services.
- 9.8 Heads of Service also receive complaint reports every month. These are reviewed with their service managers and improvements are made on an ongoing basis. Similarly complaints are discussed regularly with our main contractors as part of the performance management framework.

10 Link to Corporate Priorities

- 10.1 This report is linked to the Council's Corporate Priority, '*Engage with our communities and provide value for money*', and specifically to the achievements of *Provide outstanding customer service*; and *Ensure fair and open access for our diverse community*.

11 Equality and Diversity

- 11.1 An Equality Impact Assessment (EIA) has not been carried out in connection with the information as set out in this report as it is for information only.

Name of author	Thom Burn - 01707 357271
Title	Policy and Communications Manager
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Background paper:

Appendix A: Complaints Monitoring Data 2015/16