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**TITLE: COMPLAINTS MONITORING REPORT**

To: Regulatory & Support Services Committee

Date: 6<sup>TH</sup> February 2017

Author: Annette Wade, Customer Services Manager

[R203]

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1.0 ISSUE

- 1.1 To provide members with a summary of the complaints received during the period 1<sup>st</sup> September – 31<sup>st</sup> December 2016.

2.0 RECOMMENDATION (S)

- 2.1 That the committee notes the content of the information report.

3.0 BACKGROUND/OPTIONS

- 3.1 A central Customer Complaints Policy was approved by Regulatory & Support Services Committee on 4<sup>th</sup> April 2016. Prior to this, complaints were recorded and monitored within each individual service area.

- 3.2 The Council's complaints process has three stages

- Stage 1 – the complaint is investigated by a Senior Officer or Service Lead and a response sent to the complainant within 10 working days, the complainant then has 28 days to advise if they are dissatisfied with the response.
- Stage 2 – complainant is dissatisfied with the response to Stage 1, the complaint is escalated to a member of the Council's Management Team who will respond directly or pass to a Service Lead to respond within 10 working days.
- Stage 3 – If complainant is dissatisfied with the outcome of the Stage 2 process they may wish to enter Stage 3 of the complaints process and contact the Local Government Ombudsman direct.

- 3.3 Additionally a Policy for Handling Unreasonable or Unreasonably Persistent Complainants was approved to ensure that the minority of complainants who pursue their complaints in ways that impede the investigation of the complaint are dealt with fairly, honestly and properly whilst protecting staff, other service users, Members and the Council against any detriment.

- 3.3 It was agreed that a complaints report would be provided quarterly.

#### 4.0 COMPLAINTS

4.1 Appendix A demonstrates the number of complaints received between 1<sup>st</sup> September and 31<sup>st</sup> December 2016 by department.

4.2 A summary of key findings are:

- A total of 57 complaints were received.
- 40 were submitted online via the Council's website, 10 by letter and 7 by email.
- 20 of the complaints submitted were actually service requests i.e. missed collections, noise pollution.
- 13 complaints were related to services provided by another authority.
- 18 complaints were resolved at stage 1
- 6 complaints were resolved at stage 2
- All but one of the 57 complaints was responded to within the agreed timescales.

#### 5.0 HANDLING UNREASONABLE OR UNREASONABLY PERSISTENT COMPLAINANTS

5.1 The handling of unreasonable or unreasonably persistent complaints policy has not been invoked during this reporting period.

#### 6.0 APPENDICES

6.1 Complaints monitoring report 1<sup>st</sup> September 2016 – 31<sup>st</sup> December 2016.

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#### **Background Documents**

#### **Location**

#### **Contact Officer**

None

Room 113  
The Grange  
Ely

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Customer Services Manager  
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ECDC Department	No of Complaints Rec'vd	Contact method			Complaint Resolution Stage			Response within 10 working days of initial receipt or escalation to next stage Yes/No
		Online Form	Email	Letter	Informal *	Stage 1	Stage 2	
Anglia Revenues Partnership	2		1	1		2		Yes
Care & Repair	1			1		1		Yes
Communities and Partnerships	1	1			1			Yes
Electoral Services	1			1		1		Yes
Environmental Health	4	4			4			Yes
Housing	2		1	1		2		Yes
ICT	1	1			1			Yes
Legal	2	1		1	1	1		Yes
Open Spaces & Facilities	3	3			1	2		Yes
Planning	9		4	5		3	6	Yes
Town Centres	3	3			1	2		Yes
Waste	15	14	1		11	4		14 Yes/ 1 No
<b>Totals</b>	<b>44</b>	<b>27</b>	<b>7</b>	<b>10</b>	<b>20</b>	<b>18</b>	<b>6</b>	<b>43 Yes/1 No</b>
Services not ECDC responsibility	No of Complaints Rec'vd	Contact Method			Complaint Resolution Stage			Response within 10 days
		Online Form	Email	Letter	Informal	Stage 1	Stage2	
Cambs County Council	3	3			3			Yes
Highways	9	9			9			Yes
Ely City	1	1			1			Yes
<b>Totals</b>	<b>13</b>	<b>13</b>			<b>13</b>			<b>13 Yes</b>

\* Informal stage – online complaint forms submitted which are actually service requests i.e. missed waste collections, noise pollution or complaints about services that are not the Council's responsibility i.e. gritting of roads.