

<b>Meeting:</b>	<b>Audit and Governance Committee</b>	<b>Date:</b>	<b>18 March 2013</b>
<b>Subject:</b>	<b>Annual Complaints monitoring</b>		
<b>Report Of:</b>	<b>Monitoring Officer</b>		
<b>Wards Affected:</b>	<b>All</b>		
<b>Key Decision:</b>	<b>No</b>	<b>Budget/Policy Framework:</b>	<b>No</b>
<b>Contact Officer:</b>	<b>Sue Mullins, Monitoring Officer</b>		
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<b>Appendices:</b>	<b>1. Council's Complaints Process</b>		
	<b>2. Monthly statistics on complaints from April 2012 to January 2013</b>		
	<b>3. Summary of numbers of complaints since 2008</b>		

## 1.0 Purpose of Report

- 1.1 To consider statistics relating to complaints received by the Council between April 2012 and January 2013 and future reporting of such information.

## 2.0 Recommendations

- 2.1 The Audit and Governance Committee is asked to **RESOLVE**:
- (a) That the complaint statistics at Appendices 2 and 3 be noted;
  - (b) That annual complaints reporting in the future is brought to the first Audit and Governance Committee meeting following the end of each municipal year;
  - (c) To request any changes to the format of such annual reporting it considers appropriate; and
  - (d) Following consideration of the information contained in the report, to make any other recommendations it wishes to make.

## 3.0 Background and Key Issues

- 3.1 The Council has a process for dealing with complaints about its services and a copy of the current process is attached at Appendix 1.
- 3.2 Any complaints received by the Council are recorded and monitored to ensure that we know whether or not we are meeting our targets for responding to complaints. Information relating to complaints made each month between April 2012 and January 2013 are set out in Appendix 2. At the time of writing the report, information for February and March 2013 had not been collated. The Committee is therefore invited to consider whether, in future, it would prefer to receive information about

the previous year's complaints at its first meeting in each new municipal year to enable a full year's data to be provided.

3.3 Appendix 3 contains a summary of complaint numbers since 2008 to enable the Committee to understand how the number of complaints received this year so far compares with previous years.

3.4 As this is the first time complaints information has been presented to the Committee, the Committee is asked to consider the information provided and decide how it would wish to receive such information in future years.

#### **4.0 Alternative Options Considered**

4.1 There are no alternative options relevant to this matter.

#### **5.0 Reasons for Recommendations**

5.1 This is the first time the Audit and Governance Committee has received information about Council complaints and there is a need for the Committee to decide what type of information it wishes to receive about complaints and how it would like such information to be presented to enable it to best fulfil its governance role.

#### **6.0 Future Work and Conclusions**

6.1 Any changes requested to the way in which the information is presented will be addressed in time for the next formal reporting of the annual statistics.

#### **7.0 Financial Implications**

7.1 There are no financial implications arising from this report.

(Financial Services have not been consulted in the preparation this report.)

#### **8.0 Legal Implications**

8.1 There are no legal implications arising from this report.

(Legal Services have been consulted in the preparation this report.)

#### **9.0 Risk & Opportunity Management Implications**

9.1 Regular consideration of complaints enables the Council to ensure that its governance arrangements are appropriate and up-to-date.

#### **10.0 People Impact Assessment (PIA):**

10.1 The PIA Screening Stage was completed and did not identify any potential or actual negative impact, therefore a full PIA was not required.

#### **11.0 Other Corporate Implications**

Community Safety

11.1 There are no community safety implications.

Sustainability

11.2 There are no sustainability implications.

Staffing & Trade Union

11.3 There are no staffing implications.

**Background Documents:** None.