

Meeting:	Audit and Governance Committee	Date:	24 June 2013
Subject:	Annual Complaints Monitoring		
Report Of:	Monitoring Officer		
Wards Affected:	All		
Key Decision:	No	Budget/Policy Framework:	No
Contact Officer:	Sue Mullins, Monitoring Officer		
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Appendices:	1. Summary of total complaints and compliments for last 3 municipal years		
	2. 2012-13 complaints shown by service area		

1.0 Purpose of Report

- 1.1 To consider statistics relating to complaints and compliments received by the Council between April 2012 and March 2013 and complaints made to the Local Government Ombudsman about the Council during the same period.

2.0 Recommendations

- 2.1 The Audit and Governance Committee is asked to **RESOLVE:**
- (a) That the report be noted; and
 - (b) 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 for receiving compliments and other comments. The Council's Complaints Policy and procedure is being reviewed at present and, following public consultation, is in the process of being finalised. When a revised Complaints procedure has been approved, training on how to use the procedure will be provided to relevant officers within the Council.
- 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.
- 3.3 Appendix 1 contains a summary of the total numbers of complaints and compliments for each municipal year from 2010/11 onwards to enable the Committee to understand how the number of complaints and compliments received in 2012/13 compares with previous years.
- 3.4 Appendix 2 shows the complaints received in 2012/13 broken down by service area, together with the numbers of those complaints which are found to be justified or unjustified.

3.5 Where a complainant is dissatisfied with the Council's response to their complaint, they can refer the matter to the Local Government Ombudsman. In 2012/13, a total of 3 complaints were made to the Local Government Ombudsman, all of which the Ombudsman decided not to investigate.

4.0 Alternative Options Considered

4.1 There are no alternative options relevant to this matter.

5.0 Reasons for Recommendations

5.1 The Audit and Governance Committee needs to be kept informed about the Council's performance in dealing with complaints as part of its governance role. Monitoring of complaint volumes, response times and services against which complaints are raised can help with early identification of issues that might need addressing or to identify service improvements.

6.0 Future Work and Conclusions

6.1 Information on complaints handling will continue to be recorded during 2013-14 for presentation to the Committee in June 2014.

6.2 The Information Commissioner's Office recommends that local authorities publish complaint information and officers are working on pages for the new Council website to achieve this.

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.

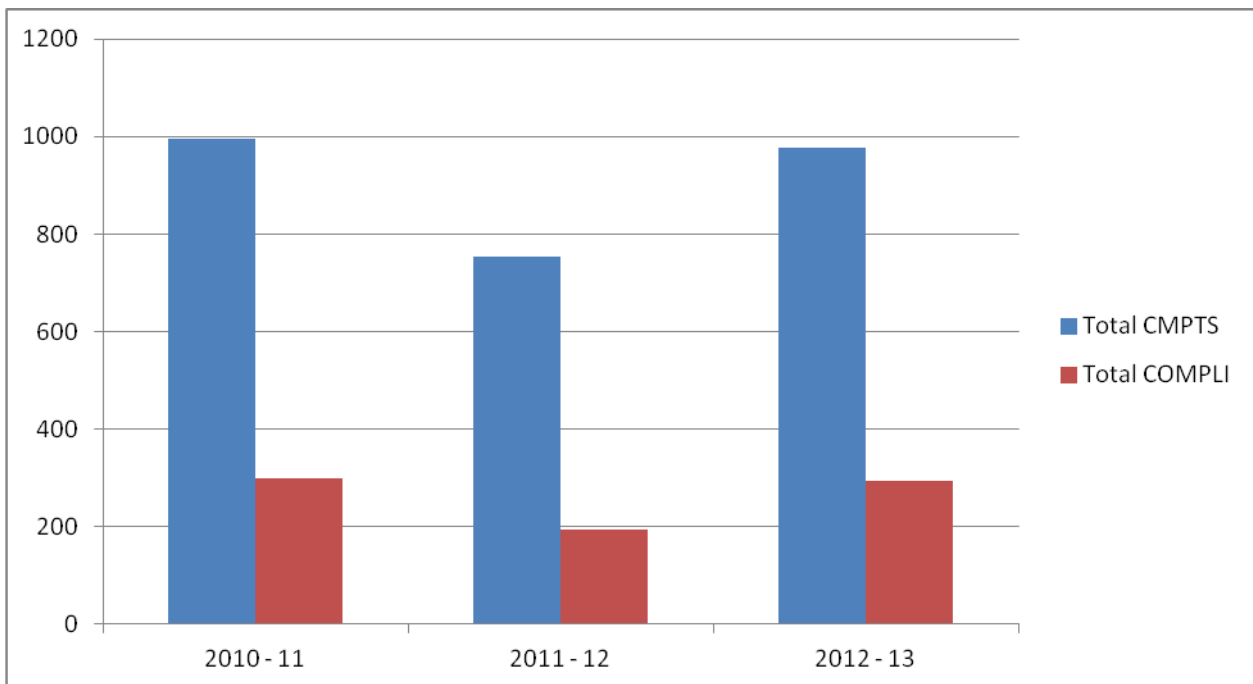
Appendix 1

Complaints Stats Year on Year comparison – 2010 - 2013

Stage 1													
	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Stage 1
2010-11	125	72	68	90	127	82	37	53	40	68	42	126	930
2011-12	95	77	75	57	66	69	60	49	45	49	46	48	736
2012-13	49	52	101	115	108	105	82	65	48	105	56	59	945

Stage 2													
	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Stage 2
2010-11	10	10	15	4	6	5	5	2	2	2	2	3	66
2011-12	0	4	1	0	1	5	0	0	0	2	3	1	17
2012-13	2	2	2	5	4	2	3	2	2	4	4	0	32

	Total CMPTS	Total COMPLI
2010 - 11	996	300
2011 - 12	753	193
2012 - 13	977	293



Appendix 2

Complaints received in 2012-13

Department Name	Stage 1	Stage 2	Total Complats	Justified	Unjustified	Other	Current
ASSET MANAGEMENT	1		1	1	0	0	0
BENS, INVESTIGATIONS, W.R. (CIVICA)	16		16	4	0	12	0
BUSINESS IMPROVEMENT	1		1	0	1	0	0
CEMETERIES AND CREMATORIUM	3		3	2	0	1	0
CULTURE SERVICES & TOURISM	2		2	2	0	0	0
CUSTOMER SERVICES	28		28	13	8	6	1
DEVELOPMENT CONTROL	2		2	1	1	0	0
DIRECTOR S & N	1		1	1	0	0	0
ELECTORAL ROLL	7		7	4	3	0	0
NMS	102	5	107*	55	27	25	0
ENVIRONMENTAL HEALTH	23		23	12	5	5	1
ENTERPRISE	612	22	634**	488	116	29	1
FREEDOM OF INFORMATION	2		2	1	0	1	0
GLOS CITY HOMES	10	1	11	1	1	9	0
ASPIRE - GL1	4		4	1	0	3	0
GUILDHALL	19	2	21	12	4	5	0
HOUSING	22	1	23	5	9	8	1
MARKETS	5		5	5	0	0	0
COMMUNICATIONS AND MARKETING	1		1	1	0	0	0
MUSEUMS	2		2	2	0	0	0
PARKING	21		21	12	8	1	0
PARKING PARTNER	5		5	1	2	2	0
PEST CONTROL CONTRACTOR	3		3	3	0	0	0
PLANNING	3		3	1	1	0	1
ENVIRONMENTAL PLANNING	4	1	5	3	1	1	0
PROJECTS AND MAINTENANCE SERVICE	1		1	0	1	0	0
REGENERATION SERVICES	2		2	0	1	1	0
REVENUES,FEES AND CHARGES (CIVICA)	40		40	16	3	21	0
SPATIAL PLANNING & ENVIRONMENT	1		1	0	0	1	0
TOURIST OFFICE (TIC)	2		2	1	1	0	0
	945	32	977	648	193	131	5

* Of the 107 complaints regarding NMS, 50 related to bins/recycling issues and were recorded against NMS as a contract management issue.

** A large proportion of the complaints (approximately 70%) regarding Enterprise also relate to bins (residual waste, recycling boxes, food caddies or garden waste). When considered against the total no. of annual bin collections (approximately 7.5 million), this is a very small proportion of complaints (6 in every 10,000).

Complaint outcomes – 2012-13			
Justified	Unjustified	Misunderstanding/Other/Raised in error	Current
648	193	131	5

