

Gloucester City Council

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| Meeting: | Cabinet Audit & Governance Committee Council | Date: | 30 July 2014 8 September 2014 25 September 2014 |
| Subject: | Complaints Policy | | |
| Report Of: | Cabinet Member for Communities & Neighbourhoods | | |
| Wards Affected: | All Wards | | |
| Key Decision: | No | Budget/Policy Framework: | No |
| Contact Officer: | Wendy Jones, Contact Centre & Customer Services Manager | | |
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| Appendices: | 1. One Stop Shop Complaints Policy 2. How to handle Complaints/Feedback (internal) 3. Complaints Process document 4. Complaint/Feedback Form | | |

FOR GENERAL RELEASE

1.0 Purpose of Report

- 1.1 To review and approve the Corporate Complaints Policy.

2.0 Recommendations

- 2.1 **Cabinet** is asked to **RESOLVE** that the report be noted.
- 2.2 **Audit & Governance Committee** is asked to **RECOMMEND TO COUNCIL** that the Complaints Policy at Appendix 1 be approved, subject to any amendments it wishes to put forward.
- 2.3 **Council** is asked to **RESOLVE** that, subject to any amendments, the Complaints Policy at Appendix 1, be approved.

3.0 Background and Key Issues

- 3.1 The Complaints Process was rewritten and approved by Cabinet in November 2010.
- 3.2 A new complaints form and a process document were produced and made available to customers in our receptions. A copy of the process is available for download from the web site along with an on-line complaints form.
- 3.3 The complaints process document and complaints form were redesigned in 2013 to bring a fresh look and feel to the documents.

3.4 The implementation of our Policy Management system “NetConsent” and the introduction of a pro forma to deliver the policy to members and staff identified that the Council had not formally adopted a corporate complaints policy although a process for dealing with complaints had been approved and was being followed.

3.5 Following consultation with a number of Service Managers, a Complaints Policy has been written and approved by SMT.

4.0 Alternative Options Considered

4.1 There were no alternatives considered for this report.

5.0 Reasons for Recommendations

5.1 A Corporate Complaints policy contributes to and forms part of the Council’s governance framework. An effective complaints policy can help improve service delivery and the Council’s reputation.

6.0 Future Work and Conclusions

6.1 Once approved the Complaints Policy and associated documents will be placed on the Council’s NetConsent system so that it can be disseminated to all staff.

6.2 Separate drop in training courses and attendance at team meetings will be arranged to explain the policy and associated documents and to answer any questions.

6.3 The policy will be reviewed every 3 years.

7.0 Financial Implications

7.1 There are no financial implications within this report.

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

8.0 Legal Implications

8.1 There are no Legal implications within this report.

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

9.0 Risk & Opportunity Management Implications

9.1 If members and staff are not aware of our complaints policy and process this could have an adverse effect on the reputation of the authority.

10.0 People Impact Assessment (PIA):

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

11.0 Other Corporate Implications

11.1 Community Safety

None identified.

11.2 Sustainability

None identified

11.3 Staffing & Trade Union

None identified

Back Ground Documents - None