

Title of meeting:	Governance and Audit and Standards Committee
Date of meeting:	27 July 2018
Subject:	Revised Corporate Complaints Policy
Report by:	Louise Wilders, Director of Community and Communications
Wards affected:	all
Key decision:	No
Full Council decision:	No

1. Purpose of report

The purpose of this report is to introduce a revised policy for dealing with corporate complaints, including the management of vexatious and persistent complaints and seeks approval of the new policy.

2. Recommendations

That the revised policy at Appendix 1 is approved

3. Background

There are approximately 500 corporate complaints per annum, which are managed by a corporate complaints officer and supported by the customer service team within the city helpdesk. The corporate complaints policy covers the majority of complaints, with notable exceptions around Adult Social Care and Children's Social Care complaints, which are managed by specialist teams within directorates.

4. Reasons for recommendations

Through customer and officer feedback it has become clear that the existing policy and some processes need to be reviewed, and supported by updated communications materials for our customers and officers to ensure the way the complaints process works is clear and easy to understand.

The corporate complaints policy and the persistent and vexatious complaints policy have been reviewed and the two policies combined into one simplified document which sets out the approach the council will follow around complaints, including the three stage escalation process.

The review of the policy has been done in consultation with officers responsible for dealing with complaints and the Local Government Ombudsman's office, who have approved the

revised policy. The revised policy will be supported by a refresh of the web pages for complaints, and a new leaflet explaining the complaint process for our customers, as well as by new internal communications materials for officers.

Alongside the changes to the policy, we will also be reviewing the processes and systems used to manage complaints to ensure more robust reporting and learning.

5. Equality impact assessment

A preliminary equality impact assessment (Appendix 2) has been completed and the recommendation does not have a negative impact on any of the protected characteristics as described in the Equality Act 2010 for the following reasons:

- The channels that the customer can use have not changed, they can still access our complaints process which is best suited for them for example face to face, email, hard copy form
- Our complaints form will still have the option for people to tick if they perceive their complaint is discrimination to ensure equalities is taken into account
- When the literature has been revised to make it easier for our customer, various protected characteristic groups will be involved to ensure it's easy and clear to understand for all our customers

6. Legal implications

There are no legal implications arising out of the recommendations contained in this report.

7. Director of Finance's comments

There are no financial implications arising from the recommendation in the report

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Signed by: Director of Community and Communication

Appendices: App 1 - Revised Complaints Policy
 App 2 - Preliminary EIA form

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location