

SUBJECT:	WHOLE AUTHORITY CUSTOMER FEEDBACK AND FREEDOM OF INFORMATION ACT
MEETING:	Standards Committee
DATE:	18 June 2018
DIVISION/WARDS AFFECTED:	All Wards

1. PURPOSE:

To provide Standards committee with information on the number and types of complaints, comments and compliments received and dealt with from 1 April 2016 until 31 March 2017.

The report also summarises the number of Freedom of Information Act (FOI) requests received by the Council during this period.

2. RECOMMENDATIONS:

To note the contents of the report.

3. KEY ISSUES:

- 3.1 Our Whole Authority Complaints and Compliments policy and procedure follows the Model that the Public Services Ombudsman for Wales asked each local authority to adopt in 2011.
- 3.2 The procedure has two stages; the informal stage and the formal stage.
- The informal stage aims to resolve the complaint locally wherever possible by means of discussion and problem solving. If it is not possible to resolve the concern, the matter is escalated to the formal investigation stage.
- 3.3 Where initial discussions have not achieved a resolution, complainants have the right to make a formal complaint. Investigations are undertaken and the complainant receives a full response detailing findings, conclusions and any recommendations made. This is the end of the internal process.
- 3.4 Complainants can contact the Public Services Ombudsman if they still remain dissatisfied.

The Ombudsman provides an external independent service to consider complaints about all local authority services. The Ombudsman is concerned with maladministration causing

injustice and will normally require complainants to have used their local council's procedures before accepting a complaint for investigation.

4. REASONS:

To ensure that Members are aware of the types of complaints, comments and compliments received and dealt with. Also, to note the FOI statistics and the continuing growth in FOI requests.

5. RESOURCE IMPLICATIONS:

Officer time in carrying out formal investigations.

6. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:

No implications have been identified in respect of this proposal.

7. CONSULTEES:

Senior Leadership team

8. AUTHOR:

Annette Evans, Customer Relations Manager

Tel: 01633 644647

Email: annetteevans@monmouthshire.gov.uk