

SUBJECT: Whole Authority Annual Complaints Report 2015/16

MEETING: Standards Committee

DATE: 19th September 2016

DIVISION/WARDS AFFECTED: All

1. **PURPOSE:** To receive the Whole Authority Annual Complaints Report 2015/16.
2. **RECOMMENDATIONS:** To note the contents of the report.
3. **KEY ISSUES:**

The attached report at appendix 1 has been prepared by the council's Customer Relations Manager. It is opportune that members receive the report at this time in light of the previous report on the agenda in respect of the Ombudsman's Annual Report and Annual Letter.

Members will note that the report is broken down into complaints, comments and compliments. Positively the council has received less complaints and more compliments this year compared to the 2 previous years.

The council has a 2 stage internal complaints procedure, a copy of which is attached to the report at appendix 2, whereby stage 1 is informal resolution and is dealt with by the service manager of the service complained against, and if the complainant remains unhappy, the complaint moves to stage 2, where the complaint is formally investigated by a manager from another department within the council. If the complainant is still not content, (s)he may complain to the Public Services Ombudsman for Wales. The Ombudsman will normally only investigate a complaint if the complainant has exhausted the council's internal complaints process.

The report gives some examples of the types of complaints investigated by the council. Members should note that there is a separate procedure to deal with complaints made against the Social Services.

4. **REASONS:** One of the roles and functions of the Standards Committee is to ensure that the council's complaints procedures operate effectively and that the council publishes an annual report on the operation of the complaints process.
5. **RESOURCE IMPLICATIONS:** None
6. **SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:**

No significant equality impacts were identified in the assessment.

7. SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS: AN EFFECTIVE AND FIT FOR PURPOSE COMPLAINTS PROCESS IS ESSENTIAL FOR ENSURING THAT THE COUNCIL MEETS ITS SAFEGUARDING AND CORPORATE PARENTING RESPONSIBILITIES.

8. CONSULTEES: The council's Customer Relations Manager.

9. BACKGROUND PAPERS: None.

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