

# RESOURCES SCRUTINY PANEL

4<sup>th</sup> September 2014

## REVIEW OF THE COUNCIL'S COMPLAINTS PROCEDURE

Report of the Director of Resources

STRATEGIC AIM:	<b>All</b>
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### 1. PURPOSE OF THE REPORT

- 1.1 To present the proposed Compliment, Comment and Complaints Policy which has been developed as a result of a recent review of the Council's Complaints Procedure. A discussion document on this subject was presented to Resources Scrutiny Panel on 3<sup>rd</sup> July 2014.

### 2. RECOMMENDATIONS

- 2.1 **That the Resources Scrutiny Panel support the Policy and its onward referral to Cabinet for approval.**

### 3. BACKGROUND

- 3.1 Following a full review of the Council's Complaints Procedure, a new approach to managing Compliments, Comments and Complaints has been developed. This change focuses on reducing the time taken to deal with a complaint, introduces robust procedures for managing vexatious complaints and creates clear governance around recording, monitoring and reporting the outcomes of a complaint.
- 3.2 The proposed approach to handling Compliments, Comments and Complaints was presented to Resources Scrutiny Panel in July. The Panel endorsed the approach and welcomed their involvement at the policy setting stage. Comments made by the Panel during that presentation have been incorporated into this document where possible.
- 3.3 The Policy is attached at Appendix A. This follows best practice guidance issued by the Local Government Ombudsman. If supported, this will be presented to Cabinet for their consideration.

#### 4. RISK MANAGEMENT

<b>RISK</b>	<b>IMPACT</b>	<b>COMMENTS</b>
Time	Low	The Policy can be presented to Cabinet as soon as possible.
Viability	Low	Processes will be in place to administer the central recording process. This process will be absorbed within the Corporate Support Team. The management of the vexatious complainant element will involve training and awareness sessions for frontline staff, who may need to engage this protocol.
Finance	Low	Although there are no direct financial pressures as a result of this report; there will be a positive effect on Council resources if the proposals are accepted. Less time will be spent on dealing with complaints and unacceptable customer behaviour will be addressed quickly and consistently.
Profile	Low	There may be some public interest in the content of this report.
Equality and Diversity	Low	No impact assessment has been carried out as there are no direct implications.

**Background Papers**

None.

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