

Corporate Complaints – Annual Report 2015/16

1.0 EXECUTIVE SUMMARY

The purpose of this report is to advise Members on how the Council has dealt with corporate complaints received between 1 April 2015 and 31 March 2016.

The report provides information on how the Council has performed against the statutory indicators which have been agreed between the Scottish Public Services Ombudsman (SPSO) and the Local Authorities Complaint Handlers Network.

It also provides Members with the detail of complaints received by individual departments/services, the outcome of these complaints and actions taken to resolve some of the complaints.

It should be noted that no major policy or procedural changes were required in response to complaints, however, the relatively minor changes or actions taken are likely to have improved the quality of service received by our customers.

1.1 RECOMMENDATION

Members note the content of the report.

Corporate Complaints – Annual Report 2015/16

2.0 INTRODUCTION

- 2.1 The report provides information on how the Council has dealt with complaints during the period between 1 April 2015 and 31 March 2016 and performed against the statutory indicators which have been agreed between the Scottish Public Services Ombudsman (SPSO) and the Local Authorities Complaint Handlers Network.

3.0 RECOMMENDATIONS

- 3.1 Members note the content of the report.

4.0 DETAIL

- 4.1 In 2013 the Council implemented the SPSO's model complaint handling procedure (CHP) across all services except Adult Care and Children and Families Social Work complaints which are dealt with under a separate legislative procedure.
- 4.2 A requirement of the CHP is that the Council report to the SPSO on the set of statutory performance indicators, agreed between the SPSO and the Local Authorities Complaints Handlers Network and prepare an annual report for consideration by Members.
- 4.3 The report for the period between 1 April 2015 and 31 March 2016 is attached at Appendix 1 along with details of how individual departments/services dealt with complaints and some of the actions taken by them to resolve complaints.
- 4.4 The complaints procedure is administered centrally by the Governance Unit within Customer Services who prepare quarterly reports which are considered by the SMT. Each Department also has Complaints Officers and Complaints Coordinators who are responsible for ensuring that the procedure is followed.

- 4.5 The quarterly reports are available to the public via the complaints page on the Council's website at <https://www.argyll-bute.gov.uk/do-it-online/comments-and-complaints>

5.0 CONCLUSION

- 5.1 The Council has dealt with the complaints it has received in a way which is compatible with the ethos of the CHP and complied with its statutory obligation to provide an annual report.

6.0 IMPLICATIONS

- 6.1 Policy – None
- 6.2 Financial – None
- 6.3 Legal – Statutory requirement to prepare report
- 6.4 HR – None
- 6.5 Equalities – None
- 6.6 Risk – None
- 6.7 Customer Service – None

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Date of report: 12 October 2016

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APPENDICES

Appendix 1 – Annual report

Appendix 2 – Departmental/Service stats and actions taken