

**Corporate Complaints – Annual Report 2016-17**

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**1.0 INTRODUCTION**

- 1.1 The report provides information on how the Council has dealt with complaints during the period between 1 April 2016 and 31 March 2017 and performed against the statutory indicators which have been agreed between the Scottish Public Services Ombudsman (SPSO) and the Local Authorities Complaint Handlers Network.

**2.0 RECOMMENDATIONS**

- 2.1 The Committee note the content of this report.

**3.0 DETAIL**

- 3.1 All council services follows the SPSO's model complaint handling procedure (CHP). 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.
- 3.2 The annual report for the period between 1 April 2016 and 31 March 2017 is attached at Appendix 1.
- 3.3 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 / Complaints Coordinators who are responsible for ensuring that the procedure is followed.
- 3.4 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>

## 4.0 CONCLUSION

- 4.1 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.

## 5.0 IMPLICATIONS

5.1	Policy	None
5.2	Financial	None
5.3	Legal	Statutory requirement to prepare report
5.4	HR	None
5.5	Equalities	None
5.6	Risk	None
5.7	Customer Service	None

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## APPENDICES

Appendix 1 – Annual Complaints Report 2016-17