

**17 March 2020**

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**Corporate Complaints – Comparison of Complaints Received during the period 2018/19 and 2019/20 to date.**

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**1.0 INTRODUCTION**

1.1 Following the presentation of the 2018/19 annual complaints report to the Audit and Scrutiny Committee on 24 January 2020, a request was made by the Committee to review the common themes and areas of complaint from 2018/19 and 2019/20 to date. This report provides details in response to that request.

**2.0 RECOMMENDATIONS**

2.1 The Audit and Scrutiny Committee consider and note the content of this report.

**3.0 DETAIL**

3.1 A request was made by the Audit and Scrutiny Committee to see a thematic based presentation of complaints between this year and last, and to provide details around the areas subject to complaints.

3.2 This report provides a comparison between complaints received during the period 2018/19 and 2019/20, to date. The subject of complaints to Argyll & Bute Council were analysed to look at the broad themes of complaints submitted by member of the public. These key themes make up around 55% of all complaints received, with the remainder ranging from individual specific issues (i.e. a particular TRO), to numerous received about a one-off common issue such as the Atlantis Playpark in Oban (30 complaints received in 2018/19 about this issue). In 2018/19 we also saw 40 complaints in connection with a single Council Tax communication error, whereas in 2019/20 to date, no individual issues have generated this level of complaints. The comparison of key themes is shown in Appendix 1 to this report.

3.3 The Committee also asked to see details of complaints by area. Currently, the geographical area is not recorded in the “case file” in the complaints system, as not all complaints are associated with an area. A request will be made to the systems support staff to add a field to capture

area, when relevant to the complaint, from 01 April 2020.

3.4 In place of a report by area, a comparison by service area between the 2 years is shown at Appendix 2. With the restructuring of services during 2019/20, it is difficult to show a like for like comparison, however, notes have been added to provide detail around the types of complaints associated with each service area.

#### 4.0 CONCLUSION

4.1 Although the current year is not yet complete, the reports show a significant decrease in the volume of complaints received.

#### 5.0 IMPLICATIONS

|     |                  |      |
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| 5.1 | Policy           | None |
| 5.2 | Financial        | None |
| 5.3 | Legal            | None |
| 5.4 | HR               | None |
| 5.5 | Equalities       | None |
| 5.6 | Risk             | None |
| 5.7 | Customer Service | None |

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#### APPENDICES

Appendix 1 – Complaints key themes  
Appendix 2 - Service area breakdown