

APPENDIX 13

Corporate Policy Committee – June 2024 minute extract

ANNUAL COMPLAINTS AND COMPLIMENTS REPORT 2023-24

The committee received the report which provided a summary and analysis of complaints and compliments received by the Council during 1 April 2023 – 31 March 2024. Members queried the increase in complaints during 2023-24 and if this was linked to resource gaps across the authority and recent pulse survey results. It was confirmed that trends/themes of complaints were monitored and any complaints relating to time delays as a result of staffing gaps would inform discussions on resourcing and if this was sufficient. Members asked for the total costs to the council in dealing with complaints and an indication of the impact of complaints on individual committee budgets. Officers committed to providing a written response.

Members queried highways related complaints and noted that these were dealt with by Ringway Jacobs. It was confirmed that not all enquiries to the council were dealt with as formal complaints, and these were often routine 'Service Requests' or 'insurance complaints'. Officers committed to providing a written response which would include a process chart for highways related enquiries and how these were dealt with. Officers also agreed to provide a written response in relation to the process for dealing with damage to cars as a result of potholes and the cost implications arising from these claims/the budget this came from.

RESOLVED:

That the Corporate Policy Committee

1. Note the complaints and compliments data, and the briefing material provided for 2023-24.
2. Note the issues raised within the report and improvements made in respect to the management of complaints across the council.
3. Note the council's compliance with the Corporate Complaints Policy and recommendations of the Local Government Ombudsman.