

APPENDIX 14

Responses to questions raised by members of the Corporate Policy Committee – Annual Complaints and Compliments Report

Q. Members queried the costs of dealing with complaints.

R. “It is difficult to provide an accurate amount in terms of the amount spent on dealing with complaints due to the varying nature of how much input is required for each complaint depending on the complexity of what needs to be investigated.

For example, a SEND Stage 1 response will take longer to formulate than a Waste and Recycling Stage 1 response. For our purposes, we stated that a Stage 1 complaint can take anywhere between 30 minutes to 2 hours on average.

Customer services instead considered an average time taken to resolve complaints at each stage and the likely involvement of levels of staff that would be involved. This meant that the calculation (in officer time only and without any other overheads or rectification costs), it was determined that this costs on average a Stage 1 costing £40 and a Stage 2 costing £71.”

Q. 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.

R.

1. Ringway-Jacobs is the Council’s highways service provider. The service is branded as Cheshire East Highways (CEH).
2. Service requests are where customers ask for a service to be provided. Complaints are where a service hasn’t been provided or there is perceived to be a problem with service provision.
3. Complaints received by the service are administered by CEH in line with the Council’s Corporate Complaints, Compliments and Suggestions Policy and procedures.
4. Cheshire East Highways received nearly 40,000 service requests and 301 complaints during the last financial year.
5. The attached Highways Customer Guide provides details of how to contact the service (Appendix 15).

6. Two quick reference guides for the Highways service (one for members and one for customers) are also attached (Appendix 16 and 17).
7. Process for dealing with highways claims is set out in Appendix 18.