

**Report To:** Performance Scrutiny Committee

**Date of Meeting:** 26<sup>th</sup> February 2015

**Lead Member/Officer:** Lead Member for Customers and Communities  
Head of Customers and Education Support

**Report Author:** Corporate Complaints Officer

**Title:** Your Voice report – Q3 2014/15

---

**1. What is the report about?**

The report provides an overview of compliments, suggestions and complaints received by Denbighshire County Council under the council's customer feedback policy 'Your Voice' during Q3 2014/15 (appendix 1).

At the request of the Committee, the report also contains specific reference to the eleven stage 1 complaints that exceeded timescale during Q2 (appendix 2).

**2. What is the reason for making this report?**

To provide the Committee with information regarding performance issues and to make recommendations to address these accordingly.

**3. What are the Recommendations?**

That the Committee comments on the performance of services and if appropriate identifies areas for future scrutiny.

**4. Report details**

Headlines for Q3 (please see appendix 1 for further detail).

- The council received 99 complaints.
- Complaints against Communication, Marketing and Leisure increased by 120%; 11 in Q3 compared to 5 in Q2.
- Complaints against Environmental Services also increased by 44%; 23 in Q3 compared to 16 in Q2.
- Complaints against Highways and Infrastructure increased for the third consecutive quarter; 19 in Q1, 21 in Q2 and 29 in Q3.
- The council received 94 compliments during Q3.
- The council received 40 suggestions during Q3.

## **Performance – Q3**

- 94% (90/96) of stage 1 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
- 100% (10/10) of stage 2 complaints were responded to within the 'Your Voice' timescales. This exceeds the corporate target of 95%.
- 93% (89/96) of complaints were successfully dealt with at stage 1.
- 2 service areas are highlighted as having RED status; Finance and Assets, and Housing and Community Development. Planning and Public Protection has an AMBER status.

### **5. How does the decision contribute to the Corporate Priorities?**

The Your Voice scheme directly contributes to the corporate aim of:  
*An excellent council, close to the community.*

### **6. What will it cost and how will it affect other services?**

All costs relating to customer feedback are absorbed within existing budgets.

### **7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.**

Not applicable.

### **8. What consultations have been carried out with Scrutiny and others?**

Monthly reporting to the Senior Leadership Team. Quarterly reporting to Performance Scrutiny Committee. Annual reporting to Corporate Governance Committee.

### **9. Chief Finance Officer Statement**

There are no obvious financial implications arising from the report.

### **10. What risks are there and is there anything we can do to reduce them?**

By not dealing with complaints effectively, the reputation of the Council may suffer.

### **11. Power to make the Decision**

Articles 6.1 and 6.3.4(b) of the Council's Constitution outlines the Committee's powers with respect to complaints and services' performance.

**Contact Officer:** Corporate Complaints Officer Tel: 01824 706169