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 Q1 2017/18. The report also includes Social Services complaints received under the statutory complaints procedure.

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

   To enable the Committee to fulfil its scrutiny role in relation to the council’s performance in dealing with customer feedback and to provide the Committee with information regarding specific examples where council services have been learning from complaints.

3. **What are the Recommendations?**

   That the Committee considers the content of this report and, if appropriate, identify any areas that require further scrutiny.

4. **Report details**

   4.1 Headlines for Q1 (please see appendix 1 for further detail):

   - The council received 100 complaints during Q1 (4% [4] fewer than the previous quarter).
   - The council received 106 compliments during Q1 (27% [38] less than the previous quarter).
   - The council received 19 suggestions during Q1 (33% [9] less than the previous quarter).
4.2 Complaints regarding commissioned services (please see appendix 1 for further detail):

During Q1:
- 1 stage 1 complaint was received regarding services provided by Civica (compared to 3 in Q4 2016/17).
- 17 stage 1 complaints were received regarding services provided by Kingdom Security (compared to 19 in Q4 2016/17). This accounts for 56% of complaints received for Planning and Public Protection during Q1.
- There were no stage 2 complaints received regarding services provided by Civica.
- There were no stage 2 complaints received regarding services provided by Kingdom Security.

4.3 Performance – Q1 2017/18

- 96% (96/100) of stage 1 complaints were responded to within timescales. This meets the corporate target of 95%.
- Chart 1 in appendix 1 provides a four year trend of performance in relation to responding to stage 1 complaints. As previously discussed with the committee, the corporate targets are purposely very ambitious, and to meet the targets would represent a position of “excellence”.
- 87% (7/8) of stage 2 complaints were responded to within timescale. This does meet the corporate target of 95%.
- Chart 2 in appendix 1 provides a four year trend of performance in relation to responding to stage 2 complaints. In four years, the corporate target was achieved in seven quarters.

4.4 Stage 1 complaints

Two service areas are highlighted as having RED status for stage 1 complaints (table 1, appendix 1). RED status applies where less than 90% of stage 1 complaints were dealt with within the timescale of 10 working days. Further detail regarding the complaints where timescales were exceeded for those services are provided below:

4.4.1 Library Service

**Complaint Outcome:** Partly upheld  
**Summary of complaint:** Lady was asked to leave the library during lunch hour.  
**Reason for being late:** The complaint was dealt with but the lady’s grandmother consequently put in the same complaint again and there was confusion as to whether or not it had been dealt with as the officer dealing with it only worked 3 days a week.
4.4.2 Community Support Services

**Complaint Outcome:** Partly upheld  
**Summary of complaint:** A complaint regarding the service given to a family member  
**Reason for being late:** Clerical error, response letter sent out late despite being prepared on time.

4.4.3 Planning and Public Protection

**Complaint outcome:** Upheld  
**Summary of complaint:** Complaint about parking machine and a loss of money.  
**Reason for being late:** Administration error in dealing with complaint in time.

4.4.4 Highways & Environmental Services

**Complaint outcome:** Upheld.  
**Summary of complaint:** Contractors blocking access to driveways  
**Reason for being late:** Officer dealing with the complaint erred on timescale.

4.5 Outcomes Q1 2017/18

Upheld: 27% (27 complaints)  
Upheld in part: 18% (18 complaints)  
Not Upheld: 55% (55 complaints)

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

The Your Voice scheme directly contributes to the corporate priority of: Modernising the Council.

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 Well-being Impact Assessment?**

This is a performance report and no decision is being sought to make any changes that would impact on staff or the community. Therefore a Well-being Impact Assessment is not required for this report.

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

Monthly reporting to the Senior Leadership Team.
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**

    Sections 7.3 and 7.4.2(b) of the Council’s Constitution outlines the Committee’s remit and powers with respect of Services’ performance.

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