

Report To: Corporate Governance Committee

Date of Meeting: 4th September 2013

Lead Member / Officer: Jackie Walley, Head of Customers and Education Support

Report Author: Corporate Complaints Officer

Title: Complaints, compliments and feedback policy – ‘Your Voice’ annual report 2012/13

1. What is the report about?

The report provides an overview of complaints, compliments and feedback received by Denbighshire County Council, during the period 01.04.12 – 31.03.13.

The policy is promoted and published as ‘Your Voice’

2. What is the reason for making this report?

To provide the Committee with an overview of the volumes and types of feedback received during 2012/13.

To provide the Committee with information regarding the Public Service Ombudsman for Wales’ annual report and accompanying letter.

To provide the Committee with details of future policy development that will have an impact on ‘Your Voice’.

3. What are the Recommendations?

That the Committee note and comment on the performance of services.

That the Committee note changes leading to the revised complaints, compliments and feedback policy - ‘Your Voice’.

4. Report details

Headlines for 2012/13 (please see appendix 1 for further detail).

- The number of feedback recorded increased compared with 2011/12:
 - complaints by 12% (from 587 to 660)
 - compliments by 88% (from 436 to 820)
 - suggestions were static (at 16)
- The number of complaints successfully dealt with at stage 1 increased to 94.2% (up 2.6% from last year).
- Complaints dealt with within timescale continued to improve achieving 91%, although the corporate target 95% was not achieved.
- 51% of all complaints were upheld or upheld in part (up 13% from last year).

Public Services Ombudsman for Wales

38 complaints were made to the Ombudsman during 2012/13. This is higher than the Welsh local authority average of 25. Please see appendix 2 for further detail.

Three section 21 reports were issued. Section 21 reports are issued by the Ombudsman when the public body agrees to implement any recommendations made by him, and confirms he's satisfied that there is no public interest involved. Summaries of the reports are included as appendix 3.

There were fewer complaints of Members breaching their code of conduct – 4 in 2012/13, 9 in 2011/12.

Complaints, compliments and feedback policy - 'Your Voice' revision

Appendix 4 details the proposed changes to 'Your Voice'.

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

'Your Voice' 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 'Your Voice' 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.
Consultation with Legal Services and service complaint officers regarding the changes to 'Your Voice'.

9. Chief Finance Officer Statement

No comment.

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

Not applicable.

11. Power to make the Decision

This is a paper for information, rather than for decision.