

Briefing paper – Complaints, compliments and feedback policy – ‘Your Voice’ revision

1 Introduction

1.1 This briefing paper has been produced to highlight the changes to the council’s complaints, compliments and feedback policy – ‘Your Voice’.

2 Background

2.1 ‘Your Voice’ was launched in 2009 with the aim of encouraging customer feedback, giving people an opportunity to:

- complain about our services;
- compliment us on our work; and
- make suggestions regarding our services.

2.2 ‘Your Voice’ amalgamated the authority’s existing complaints policies and procedures for social services, schools and corporate services resulting in a unified policy and common approach to complaints handling across all council services.

3 Policy revision

3.1 The authority has adopted the Welsh Government’s ‘Model Concerns and Complaints Policy’ (as recommended by the Public Services Ombudsman for Wales).

3.2 The model policy applies to most council services, with the exception of social services and schools. Social services and school complaints procedures are currently under review and will ultimately have their own policy. Their performance in terms of dealing with customer feedback however will continue to be included in the corporate report.

3.3 Key amendments include:

- adoption of a two stage process (formerly three stages); and
- adjustments to response timescales at stage 2 – from 25 to 20 working days.

4 Recommendations

4.1 Committee note the changes to the complaints, compliments and feedback policy – ‘Your Voice’.