

EXECUTIVE BOARD

23RD OCTOBER 2017

REVISED CUSTOMER COMPLAINTS & COMPLIMENTS PROCEDURE AND REVISED UNACCEPTABLE ACTIONS BY COMPLAINANTS POLICY

Purpose: To provide updated versions of the above documents, prior to seeking formal approval from the Executive Board.

Recommendations / key decisions required:

That CMT consider and endorse the revised draft procedure and policy.

Reasons: In order to ensure that our documents are up to date, fit for purpose and have the approval of senior management.

Relevant scrutiny committee to be consulted NO

Exec Board Decision Required YES

Council Decision Required NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr Mair Stephens

Directorate: Chief Executive's

Name of Head of Service:
Wendy Walters

Report Author: John Tillman

Designations:

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**EXECUTIVE SUMMARY
EXECUTIVE BOARD
23RD OCTOBER 2017**

**REVISED CUSTOMER COMPLAINTS & COMPLIMENTS
PROCEDURE AND UNACCEPTABLE ACTIONS BY
COMPLAINANTS POLICY**

BRIEF SUMMARY OF PURPOSE OF REPORT.

Complaints & Compliments Procedure:

The Council's current Complaints & Compliments Procedure has been in place since 2011 and is therefore in need of review.

The procedure sets out the way in which the Council deals with its complaints and includes guidance for staff on what matters fall outside the scope of the procedure, what to do when a complaint is received and how complaints can be escalated.

Having completed the review, the procedure remains a two stage process, although parts of the document have been clarified, simplified and updated.

The previous version of the procedure was not formally approved. It is considered that obtaining formal approval will give the procedure added weight if challenged.

Unreasonable Actions by Complainants Policy:

In a minority of cases people pursue their complaints in a way that is unreasonable and may behave unacceptably, or be unreasonably persistent in their contacts and representations. This can impede the investigation of their complaint (or complaints by others) and can cause significant resource implications for departments. These actions can occur either while their complaint is being investigated, or once an investigation has been concluded. In such circumstances the Council must reserve the right to bring the complaint to a close once the procedure has been exhausted. Equally, we reserve the right not to continue to deal with repetitive complaints from the same person on the same matter.

The Council therefore implemented a policy in 2012 in order to manage such instances. This has now been reviewed and brought into line with the current policy published by the Public Services Ombudsman for Wales, upon which it is based. It therefore reflects best practice in the area of complaints handling.

DETAILED REPORT ATTACHED ?

NO

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Wendy Walters

Assistant Chief Executive

Policy, Crime & Disorder and Equalities YES	Legal NONE	Finance NONE	ICT NONE	Risk Management Issues NONE	Staffing Implications NO	Physical Assets NONE
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1. Policy, Crime & Disorder and Equalities

This report recommends the approval of a revised policy on managing unacceptable actions by complainants which will be implemented if approved by CMT and the Executive Board.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Wendy Walters

Assistant Chief Executive

1. Scrutiny Committee Not applicable

2. Local Member(s) Not applicable

3. Community / Town Council Not applicable

4. Relevant Partners

The Public Services Ombudsman for Wales has been consulted on the revised Complaints Procedure and has responded that they are pleased that the procedure reflects the Model Concerns and Complaints Policy, which was created by a working group chaired by the Ombudsman.

The Unreasonable Actions by Complainants Policy is, as previously, based on an Ombudsman document.

5. Staff Side Representatives and other Organisations Not applicable

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Customer Complaints & Compliments Procedure		It is intended to publish this on our website if approved
Unreasonable Actions by Complainants Policy		n/a