

STANDARDS COMMITTEE
9TH SEPTEMBER 2016

COMPLAINTS AND COMPLIMENTS

Recommendations / key decisions required:

To note the report

Reasons:

The subject matter of this report falls within the remit of the Committee

Scrutiny Committee recommendations / comments:

Not applicable

Exec Board Decision Required NO

Council Decision Required NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr E Dole (Leader)

Directorate

Chief Executives

Name of Head of Service:

Linda Rees-Jones

Report Author:

Robert Edgecombe

Designations:

Head of Administration & Law

Acting Legal Services Manager

Tel Nos.

01267 224018

E Mail Addresses:

RJEdgeco@carmarthenshire.gov.
uk.

EXECUTIVE SUMMARY STANDARDS COMMITTEE 9TH SEPTEMBER 2016

COMPLAINTS AND COMPLIMENTS

The authority received 501 complaints during 2015/2016, compared to 573 in 2014/2015. This represents a continuing trend which has seen the number of complaints reduce from 727 in 2012/2013.

A total of 463 complaints were responded to during the year, including a number carried over from the previous municipal year.

The number of cases responded to within the required time period fell from 66% to 62%, reversing the previous trend.

Owing to significant departmental re-organisations during the relevant period it is difficult to make direct comparisons with previous years. However the new Environment Department (which includes planning and waste services) continues to account for the majority of complaints, followed by the new Communities Department, which will also be responsible for a proportion of the Statutory Complaints referred to in the report.

The number of compliments received fell slightly from 545 to 542 with the Communities and Environment Departments accounting for 78% of the compliments received.

A detailed analysis of complaints and compliments received by department is set out in the attached report.

The Committee is asked to note the report.

DETAILED REPORT ATTACHED ?

YES

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: **L. Rees Jones** **Head of Administration and Law**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

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

Signed: **L. Rees Jones** **Head of Administration and Law**

(Please specify the outcomes of consultations undertaken where they arise against the following headings)

- 1. Scrutiny Committee**
Not applicable
- 2. Local Member(s)**
Not applicable
- 3. Community / Town Council**
Not applicable
- 4. Relevant Partners**
Not applicable
- 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
Legal file	DPSC-145	Legal Services, County Hall