

# COMMUNITY SCRUTINY COMMITTEE

## 3<sup>rd</sup> NOVEMBER 2016

### Half-Yearly Complaints and Compliments Report – 1st April to 30th September 2016

#### To consider and comment on the following issues:

- That the Committee scrutinises the half-yearly position in relation to complaints and compliments for the 2016/17 financial year.

#### Reasons:

- To enable members to exercise their scrutiny role in relation to performance monitoring.
- To ensure that any areas of concern are identified and the relevant action taken.

**To be referred to the Executive Board for decision: NO**

#### Executive Board Member Portfolio Holders:

- Cllr. Linda Evans (Housing)
- Cllr. Meryl Gravell (Regeneration & Leisure)

<b>Directorate:</b> Chief Executive's	<b>Designations:</b>	<b>Tel Nos./ E-Mail Addresses:</b>
<b>Name of Head of Service:</b> Wendy Walters	Assistant Chief Executive (Regeneration & Policy)	01267 224112 <a href="mailto:wswalters@carmarthenshire.gov.uk">wswalters@carmarthenshire.gov.uk</a>
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## EXECUTIVE SUMMARY

# COMMUNITY SCRUTINY COMMITTEE 3<sup>rd</sup> NOVEMBER 2016

### Half-Yearly Complaints and Compliments Report – 1st April to 30th September 2016

This report provides members with statistics and analysis on complaints, compliments and enquiries received and dealt with during Quarters 1 and 2 of the 2016/17 financial year.

The following sections of the report are specifically relevant for the members of the Community Scrutiny Committee:

- Section 9.4 – Leisure and Housing
- Section 9.5 – Planning and Property Services

**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: **Wendy Walters** Assistant Chief Executive (Regeneration & Policy)

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

## CONSULTATIONS

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

Signed: **Wendy Walters** Assistant Chief Executive (Regeneration & Policy)

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**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
Information@work complaints data	Not applicable.