

POLICY & RESOURCES SCRUTINY COMMITTEE

30th 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. David Jenkins (Resources)
- Cllr. Pam Palmer (Customer Focus & Policy)
- Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration)

Directorate: Chief Executive's	Designations:	Tel Nos./ E-Mail Addresses:
Name of Head of Service: Wendy Walters	Assistant Chief Executive (Regeneration & Policy)	01267 224112 wswalters@carmarthenshire.gov.uk
Report Author: John Tillman	Information & Data Protection Officer	01267 224127 jwtillman@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE

30th 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 Policy & Resources Scrutiny Committee:

Section 9.1 – Chief Executive's

Section 9.3 – Corporate Services

DETAILED REPORT ATTACHED?	YES
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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
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: 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.