

STANDARDS COMMITTEE

15TH SEPTEMBER 2017

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

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EXECUTIVE SUMMARY STANDARDS COMMITTEE 15TH SEPTEMBER 2017

COMPLAINTS AND COMPLIMENTS

The authority received 731 complaints during 2016/2017, compared to 501 in 2015/2016. This reverses the trend which has seen the number of complaints reduce from 573 in 2014/2015. The increase is largely attributable to a significant rise in complaints regarding waste collection services.

A total of 693 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 rose to 74% which represents a significant improvement over both previous years (62% and 66% respectively).

The number of compliments received again fell slightly from 542 to 515.

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: Linda 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: Linda 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