

Local Members Interest
N/A

Corporate Review Committee - Tuesday 17 November 2020

Customer Feedback and Complaints Service – Annual Report 2019-20 (Corporate Services)

Recommendations

I recommend that the Committee:

- a. Consider the Corporate Annual Report of the Customer Feedback and Complaints Service, of 2019/20, taking the opportunity for any comments on the content of the report.

Report of Cllr Alan White, Leader of the Council

Summary

What is the Select Committee being asked to do and why?

1. The Committee is being asked to consider the Corporate Annual Report of the Customer Feedback and Complaints Service, of 2019/20, taking the opportunity for any comments on the content of the report.

Report

Background

2. The appended report provides information about corporate complaints activity during the twelve months between April 2019 and March 2020 in relation to corporate complaints.
3. The Annual Report – Customer Feedback and Complaints Service 2019-2020 Corporate Services is being submitted for scrutiny and endorsement.
4. The report contains information about the nature of complaints received together with responses provided and their handling by the Council.
5. It is important that the Local Authority uses the evidence available from Complaints and Representations to inform service improvements. The report provides information about how complaint investigations are used to identify specific themes, where service improvement can then be addressed and highlights where the County Council is providing quality services to customers which may be identified from compliments received. This is in line with the Strategic Plan, to use Customer Insight to develop high quality services which meet customer needs.

List of Background Documents/Appendices:

Appendix 1 – Customer Feedback and Complaints Service Annual Report 2019/2020
(Corporate Services)

Contact Details

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