

Corporate Overview and Scrutiny Committee - Tuesday 25 October 2022

Complaints Annual Report – Corporate Services

Recommendation

I recommend that the Committee:

- a. consider the Corporate Annual Report of the Customer Feedback and Complaints Service of 2021/22, taking the opportunity for any comments on the content of the report.

Summary

What is the Overview and Scrutiny Committee being asked to do and why?

The appended report provides information about Corporate complaints activity during the twelve months between April 2021 and March 2022 in relation to Corporate services.

The Annual Report – Customer Feedback and Complaints Service 2021-2022 Corporate Services is being submitted for scrutiny and endorsement.

The Committee are asked to consider the Corporate Complaints Annual Report of 2021/22 taking the opportunity for any comments on the content of the report.

Report

Background

1. The report contains information about the nature of complaints received together with responses provided and their handling by the Council.
2. 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:

Customer Feedback and Complaints Service, Corporate Services Annual Report 2021-22.

Contact Details

Assistant Director: Tracy Thorley, Assistant Director, Corporate Operations

Report Author: Kate Bullivant
Job Title: Customer Feedback and Complaints Manager
Telephone No.: 01785 277407.
E-Mail Address: kate.bullivant@staffordshire.gov.uk

