

REPORT TO: Corporate Policy and Performance Board

DATE: 20 October 2015

REPORTING OFFICER: Strategic Director (Community and Resources)

PORTFOLIO: Resources

SUBJECT: Corporate Complaints Handling Procedure

WARDS: Boroughwide

1.0 PURPOSE OF THE REPORT

1.1 To provide the Board with a progress report in relation to the implementation of revised procedures and processes.

2.0 RECOMMENDATION: That the Board

- 1) receive the report concerning progress to date; and**
- 2) provide any additional information or observations which are considered relevant to the introduction of the revised arrangements.**

3.0 SUPPORTING INFORMATION

3.1 The Council takes pride in the fact that it operates on the principle of getting things right first time and that public satisfaction with services remains positive. However it remains important that the organisation continues to have an effective system in place whereby stakeholders can express their views, both positive and negative, in order that we can learn and take appropriate action where things may have gone wrong.

3.2 Following a review of pre-existing practice in relation to the operation of the Council's Corporate Complaints Handling Procedures this Board made a number of recommendations to Executive Board, which were approved in September 2014, as to how the efficiency and effectiveness of the procedures could be improved.

3.3 Attached as Appendix 1 is a summary of the key recommendations and the current position concerning implementation. The recommendations will ensure that:-

- the collection of information is more consistent and complete,
- that the procedure is simplified to reduce potential / actual operating costs and avoid matters becoming protracted

- and that staff dealing with complaints are provided with sufficient support, resources and skills to allow them to deal with complaints effectively.

4.0 POLICY IMPLICATIONS

- 4.1 The recommendations required that the Council's existing Corporate Complaints Procedure be revised and that consideration be given to the development of a Corporate Unacceptable Behaviour / Actions policy.

5.0 OTHER IMPLICATIONS

The adoption of the recommendations resulted in some limited and initial resource requirements e.g. to rewrite policy and produce guidance notes etc. However the adoption of a more streamlined and quality assured process will reduce the overall and ongoing budget costs to the authority.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

There are no implications for the priorities as detailed below

6.1 Children and Young People in Halton

6.2 Employment, Learning and Skills in Halton

6.3 A Healthy Halton

6.4 A Safer Halton

6.5 Halton's Urban Renewal

None

7.0 RISK ANALYSIS

The implementation of the recommendations will reduce the risk of duplication and inconsistency and that the quality of the Councils response to complaints is of a good quality.

8.0 EQUALITY AND DIVERSITY ISSUES

Through the continued use of a range of communication channels the revised Corporate Complaints Procedure remains accessible to all groups and individuals within the community.

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

None under the meaning of the Act.