



**Policy, Finance and
Development
Committee**

22 July 2014

Matter for Decision

Title: **Compliments, Comments and Complaints policy and procedure**

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1. Introduction

- 1.1 This is a new policy, which incorporates elements from and supersedes the existing Complaints Policy.
- 1.2 The Compliments, Comments and Complaints policy and procedure is intended to ensure a fair and consistent approach when recognising compliments; when dealing with comments about the services offered by the Council; and when handling complaints.

2. Recommendations

- 2.1 That Committee approves and adopts this policy.

3. Information

- 3.1 This new Compliments, Comments and Complaints policy and procedure is intended to address circumstances in which the Council receives compliments and comments, as well as those circumstances in which a complaint is received. It sets out what action will be taken by the Council upon receipt of a compliment, comment or complaint respectively.
- 3.2 Compliments recognise good work that has been produced by an individual or a team and the policy places an emphasis on making a record of this and thanking the Officer for their hard work. Comments are often related to suggestions for improvement or concerns relating to a particular service offered by the Council and the policy sets out what action may be taken in respect of such comments.
- 3.3 In respect of handling complaints, this will be dealt with, ensuring a fair and consistent approach where they are dealt with in a reasonable timescale. It identifies the roles of all Officers and identifies the hierarchy of dealing with a complaint depending on what it relates to.

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Implications	
Financial (PL)	There are no financial implications
Risk (KG)	CR4 – Reputation Damage CR7 – Failure to respond to a significant incident (Business Continuity)
Equalities (KG)	An EIA has been undertaken
Legal (KG)	Failure to respond to complaints in a fair and consistent manner may result in a legal challenge by the Local Government Ombudsman