



Policy, Finance and Development Committee	Tuesday, 15 September 2020	Matter for Information and Decision
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Report Title: **Review of Corporate Compliments, Comments & Complaints Policy (September 2020)**

Report Author(s): **Philippa Fisher (Head of Customer Service & Transformation)**

Purpose of Report:	To seek Member's approval for the Council to adopted the proposed Corporate Compliments, Comments & Complaints Policy.
Report Summary:	Oadby and Wigston is committed to providing the best possible service to our customers and for them to have a process to compliment, comment or complain if services exceed or fall below what is expected. The proposed Policy ensures that there is a clear process for our customers to follow when making a complaint. It also will help us to put things right when they go wrong and most important ensure that the Council learns from the mistakes made.
Recommendation(s):	That the proposed Corporate Compliments, Comments & Complaints Policy (as set out at Appendix 1) be approved.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Philippa Fisher (Head of Customer Service & Transformation) (0116) 257 2677 philippa.fisher@oadby-wigston.gov.uk Trish Hatton (Corporate Project Manager) (0116) 257 2700 trish.hatton@oadby-wigston.gov.uk
Corporate Objectives:	Providing Excellent Services (CO3) Building, Protecting and Empowering Communities (CO1)
Vision and Values:	Accountability (V1) Respect (V2) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Regulatory Governance (CR6)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. Initial EA Screening (See Appendices)
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	

Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	1. Compliments, Comments & Complaints Policy (September 2020) 2. Equality Assessment (Initial Screening)

1. Information

- 1.1 As part of the journey towards achieving the Customer Service Excellence Award, the Council has reviewed its operational processes and policies to improve service and support to its customers, including the Compliments, Comments and Complaints Policy.
- 1.2 It has also coincided with the updated Housing Ombudsman Scheme, which contains its complaint process launched in September 2020. The proposed Compliments, Comments and Complaints Policy also accommodates the changes to reflect this new legislation.
- 1.3 Having conducted a review of the Council's current response to complaints, the proposed policy document drafted at **Appendix 1** incorporates all changes and additions to relevant legislation relating to the Housing Ombudsman Scheme.
- 1.4 The benefits of this new proposed policy is enhanced clarity for our customers about how the Council communicates and responds, specifically around the process for complaints.
- 1.5 Key areas of improvement are as follows:-
 - Making it easier for customers to complain by one initial point of contact
 - Improved response times
 - Introduction of an early resolution principle
 - Improved monitoring and reporting
- 1.6 There are no financial implications or other commitments included in approving the proposed policy.