
REPORT TO: FINANCE AND MANAGEMENT

AGENDA ITEM: 12

DATE OF MEETING: 28 APRIL 2005

CATEGORY: DELEGATED

REPORT FROM: DIRECTOR OF CORPORATE SERVICES

OPEN

MEMBERS' CONTACT POINT: PAM CARROLL (595784)
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DOC:

SUBJECT: COMPLAINTS

REF: PC/JHM

WARD(S) AFFECTED: ALL

TERMS OF REFERENCE: CE6

1.0 Recommendations

1.1 Members are asked to note the contents of this report.

2.0 Purpose of Report

2.1 This report provides a summary of the official complaints received by the Council for the last financial year.

3.0 Detail

3.1 The table below compares the official complaints received for the last full financial year and the last six months of that financial year.

	01 April 2004 to 31 March 2005	01 October 2004 to 30 March 2005
Number received	30	9
Resolved at Stage 1	20	5
Stage 1 still ongoing	2	2
Resolved at Stage 2	1	0
Stage 2 still ongoing	2	1
Resolved by Ombudsman	3	0
Ombudsman – ongoing	2	1

3.2 The 30 complaints received can be broken down as follows

Division	01 April 2004 to 31 March 2005	01 October to 31 March 2005
Planning Services	13*	2
Housing	13	5
Waste and Cleansing	1	0
Revenue Services	1	0
Environmental Health	2*	1
General	1	1

* Please note that one complaint received involved both Planning and Environmental Health.

3.3 Decisions made by the Ombudsman are detailed in the table below:

Financial year	Date	Department	Ombudsman's Decision
2002/2003	29.10.02	Housing	Did not pursue – complaint resolved by SDDC
2003/04	23.12.03	Environmental Health Department	Insufficient evidence of maladministration
2004/05	08.04.04	Housing	Local settlement
	16.04.04	Housing	Did not pursue
	30.06.04	Revenue Services	Outside Ombudsman's jurisdiction by virtue of Section 26(6)(a) of the Local Government Act 1974

3.4 We are in the final stages of reviewing the complaints procedure to include feedback from the corporate complaints review group.

3.5 The current Complaints procedure does not encourage comments and compliments.

3.6 The schedule, giving details of the complaints received, is attached at Appendix 1.

4.0 Financial Implications

4.1 None directly stemming from this report.

5.0 Conclusions

- 5.1 There has been a further increase in the number of complaints recorded. This is due to increased internal awareness of the complaints procedure and easier access for the public.
- 5.2 The next corporate complaints report will include lessons learned and action plans for improvement and proposals for a comments, compliments and complaints procedure.

6.0 Background Papers

None

