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<b>Subject:</b>	<b>ANNUAL COMPLAINTS REPORT</b>
<b>Meeting and Date:</b>	<b>Governance Committee – 21 January 2020</b>
<b>Report of:</b>	<b>Louise May, Head of Governance</b>
<b>Decision Type:</b>	<b>Non-Key</b>
<b>Classification:</b>	<b>Unrestricted</b>

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**Purpose of the report:** This report documents the number of complaints dealt with through the corporate complaints process for the financial years 2018/19 and 2019/20.

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**Recommendation:** That the report be noted.

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## 1. Summary

This report highlights the number of complaints received for each service provided by the Council, for the financial years 2018/19 and 2019/20 to date, and indicates where the number has risen or decreased.

## 2. Introduction and Background

2.1 The Council has a two stage corporate complaints process. The first stage is for the relevant department to respond. If the complainant remains dissatisfied, they can request a stage 2 review by Corporate Services. The Local Government & Social Care Ombudsman provides an independent free service for the public if they are unhappy with the way in which a local authority (not town or parish council) has dealt with an issue. The Ombudsman would normally require the matter to have been through the Council's complaints process first.

2.2 The number of complaints for the current financial year to date has been reviewed. There are a number of services where the amount of complaints received has increased slightly but also some that have decreased. There appears to be no obvious trends to report although with three months until year end it is likely that the overall number of complaints received will increase from the previous financial year.

2.3 Of the complaints received by the Local Government and Social Care Ombudsman, eight decisions were made in the 2018/19 financial year. One of these complaints was upheld and it related to administrative failings during a planning enforcement investigation. The Ombudsman was of the opinion that failure to locate the correct property on the initial visit resulted in delay and frustration for the complainant. The Council apologised for the delay and compensation was awarded in respect of the time and trouble taken by the complainant.

## 3. Resource Implications

3.1 None.

## 4. Appendices

Appendix 1 – Summary of complaints received during 2018/19 and 2019/20.

5. **Background Papers**

File C23/5 – Complaints

Contact Officer: Sue Carr, Corporate Services Officer

## Summary of Complaints received during 2018/19 and 2019/20

Service	1 April 2018 to 31 March 2019				1 April 2019 to 31 December 2019				Increase/ Decrease
	Resolved at:				Resolved at:				
	Stage 1	Stage 2	LGO	Total	Stage 1	Stage 2	LGO	Total	
Anti-Social Behaviour	0	0	0	0	1	0	0	1	+1
Building Control	0	0	0	0	0	2	0	2	+2
Benefits	5	2	0	7	5	2	1	8	+1
Community	0	0	0	0	1	0	0	1	+1
Council Tax & NNDR	26	3	2	31	30	1	3	34	+3
Customer Services	5	0	0	5	2	0	0	2	-3
Environmental Protection	0	1	0	1	5	0	0	5	+4
Environmental Health - Licensing	0	0	0	0	0	0	0	0	-
Finance	0	0	0	0	1	0	0	1	+1
Governance	1	3	0	4	0	0	0	0	+4
Housing Options	6	3	0	9	1	2	0	3	+6
Parks & Open Spaces	0	3	0	3	1	0	0	1	-2
Parking Services	3	2	0	5	4	0	1	5	-
Private Sector Housing	0	0	0	0	1	0	0	1	+1
Planning	1	3	0	4	7	0	0	7	+3
Planning Enforcement	5	3	0	8	4	2	1	7	-1
Property Services	4	1	1	6	1	2	0	3	-3
Regeneration	0	0	0	0	0	0	0	0	-
Revenues	0	0	0	0	0	0	0	0	-
Waste Services	10	0	0	10	6	0	0	6	-4
<b>Total</b>	<b>66</b>	<b>24</b>	<b>3</b>	<b>93</b>	<b>70</b>	<b>11</b>	<b>6</b>	<b>87</b>	<b>-6</b>