



REPORT TO: OVERVIEW & SCRUTINY COMMITTEE

DATE: 18 DECEMBER 2008

REPORTING OFFICER: HEAD OF TRANSFORMATION
Clare Slater

SUBJECT: REVISED COMPLAINTS PROCEDURE

WARDS AFFECTED: ALL

1.0 PURPOSE OF REPORT

- 1.1 To present the committee with the revised Complaints Procedure and documentation, following the Scrutiny Review of the Complaint System.

2.0 RECOMMENDATIONS

- 2.1 That the committee accepts the revised Complaints Procedure and documentation as a conclusion of the review.

3.0 BACKGROUND

- 3.1 In July 2007 the Committee agreed to examine and review the complaint system in order to address low levels of public satisfaction with the handling of complaints, as evidenced by the 2006 satisfaction survey of residents.

In April 2008, the Policy & Resources Committee agreed the recommendations arising from the Scrutiny review of the complaint system.

3.0 REPORT

- 3.1 The attached form and procedure guides have been developed taking into account the recommendations made by this committee and endorsed by the Policy and Resources Committee. The new system will be implemented from 5 January 2009. Training will be provided for current staff and new members of staff as part of their induction to the organisation. Information on the website and intranet will be updated to reflect the changes in procedure.

Background Papers:

RDC Complaints Procedure

Policy and Resources Committee Papers –

Agenda - <http://www.ryedale.gov.uk/default.aspx?page=11570>

Minutes - <http://www.ryedale.gov.uk/default.aspx?page=11703>

OFFICER CONTACT:

Please contact Clare Slater, Head of Transformation, if you require any further information on the contents of this report. The officer can be contacted at Ryedale House, 01653 600666 ext 347
clare.slater@ryedale.gov.uk