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<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>21 NOVEMBER 2019</b>
<b>REPORT OF THE:</b>	<b>HEAD OF CUSTOMER SERVICE (INTERIM)</b>
<b>TITLE OF REPORT:</b>	<b>CUSTOMER COMPLAINTS AND COMPLIMENTS Q2 2019/20</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To provide members with an overview of the customer complaints and compliments received from 1 July 2019 to 30 September 2019.

### **2.0 RECOMMENDATIONS**

- 2.1 It is recommended that Members:
- (i) note the report on the complaints and compliments received during quarter 2 of the reporting cycle.

### **3.0 REASON FOR RECOMMENDATIONS**

- 3.1 To monitor the numbers of complaints received and the departments affected and identify any trends in the complaints data.

### **4.0 SIGNIFICANT RISKS**

- 4.1 No significant risks have been identified

### **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 None

### **6.0 REPORT DETAILS**

- 6.1 The customer complaints and compliments received form an important part of the feedback process for the Council to learn from any issues raised and improve how we deliver our services.
- 6.2 The Council operates a two stage internal complaints process to respond to the issues raised by complainants. The first stage is an initial response by the applicable line manager or service unit manager. If the complainant is not satisfied with the response they receive, then they can move to Stage 2, which is investigated and answered by the relevant Head of Service. Following this Stage 2 response, there is the option to then go to the Local Government and Social Care Ombudsman if they remain

dissatisfied.

- 6.3 Compliments received are logged corporately and passed on to the department concerned to highlight the service provided.
- 6.4 From 1 July 2019 to 30 September 2019, the Council received 19 complaints in the following service areas:

Department	Complaints received from 01/07/2019 to 30/09/2019	Completed within 5 working days
Benefits	1	100%
Business and Democracy	0	-
Community Team	3	100%
Customer Services	0	-
Environment	1	100%
Facilities	0	-
Forward Planning	0	-
Housing	1	0%
Human Resources	0	-
ICT	0	-
Legal Services	1	100%
Planning and Regulatory Services	3	33.3%
Revenues	2	100%
Ryecare	0	-
Streetscene	7	71.42%
<b>TOTAL</b>	<b>19</b>	<b>73.68%</b>

- 6.5 The report goes into further detail on the topics of the complaints received, outlines any actions resulting from the investigations carried out, and gives comparative performance for complaints handling in previous years.
- 6.6 As 14 of the 19 complaints received in quarter 2 were responded to within five working days, the complaints response rate for the quarter was 73.68%. This is currently showing as an Amber performance indicator, an improvement on the 52.9% performance achieved in quarter 1 but still below the 75% target set.
- 6.7 The Compliments report sets out the content of the 5 compliments received in the quarter in the following service areas.

Department	2019/20 compliments received from 01/07/2019 to 30/09/2019
Benefits	0
Business and Democracy	0
Community Team	0
Customer Services	0
Environment	0
Facilities	2
Forward Planning	0
Housing	2
Human Resources	0
ICT	0
Legal Services	0

Planning and Regulatory Services	0
Revenues	1
Ryecare	0
Streetscene	0
<b>TOTAL</b>	<b>5</b>

6.8 The report also shows the subject and content of the compliments received.

## 7.0 IMPLICATIONS

7.1 The following implications have been identified:

- a) Financial  
None
- b) Legal  
None
- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)  
None

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**Background Papers:**  
[RDC Comments, Compliments and Complaints procedure](#)