



Ryedale District Council

REPORT TO: Policy and Resources Committee

DATE: 17 April 2008

REPORTING OFFICER: Performance Manager
Phil Hancock

SUBJECT: Scrutiny Review of the Complaints System

WARDS AFFECTED: All

1.0 PURPOSE OF REPORT

To report and approve the recommendations arising from the Scrutiny Review of the Complaints System.

2.0 RECOMMENDATION

Approve the recommendations arising from the Scrutiny Review of the Complaints System.

3.0 REPORT

3.1 In July 2007 the Committee agreed to examine and review the complaints system, all relevant information available to the public and service users and the method of reporting formal complaints to Members and to others.

3.2 A new two-tier complaints system has been recommended with a new Comments, Compliments and Complaints Form and a revised complaints procedure providing more information to any complainant. A guide for staff has also been produced. A new format for the reporting of formal complaints to Members and to the wider public has been developed in order to provide more information whilst maintaining confidentiality. The main purpose of the reporting change is to identify and encourage opportunities for learning across the council as a whole.

3.3 A full copy of the review is attached at Annex A.

4.0 RECOMMENDATION

Approve the recommendations arising from the Scrutiny Review of the Complaints System.

**Policy and Resources Committee
17 April 2008**

Background Papers: None

OFFICER CONTACT: Please contact Phil Hancock, Performance Manager, if you require any further information on the contents of this report. The officer can be contacted at Ryedale House on ext. 296 or e-mail phil.hancock@ryedale.gov.uk.