

## POLICY FINANCE AND ADMINISTRATION COMMITTEE

17 APRIL 2012

### REPORT OF HEAD OF COMMUNICATIONS

#### CORPORATE COMPLAINTS POLICY

##### 1.0 PURPOSE OF REPORT

1.1 To gain approval for a revised and updated Corporate Complaints Policy

##### 2.0 RECOMMENDATIONS

2.1 That the attached (Appendix A) Policy be approved.

2.2 That further consultation on this policy on the web site is undertaken.

2.3 That the Head of Communications have delegated authority to amend the Policy in light of further consultation comments where appropriate.

##### 3.0 KEY ISSUES

3.1 The Corporate Complaints procedure was last reviewed in 2003.

3.2 The aim of this Policy is to ensure complaints are dealt with proactively, efficiently and timely. Complaints are a vital way of monitoring service quality and can often highlight areas that require improvement and learning for the Council.

3.3 The Policy will provide an effective means for customers and their representatives to complain if they are dissatisfied with the service in any way

3.4 The Policy is designed to ensure that complaints are dealt with in a courteous and efficient manner and are resolved without avoidable delay

3.5 The Policy will give customers denied a service an accessible and acceptable means of challenging the decision made.

3.6 This Policy does not infringe on a customer's right to approach a Local Councillor, Member of Parliament or the Local Government Ombudsman for advice and assistance

##### 4.0 POLICY AND CORPORATE IMPLICATIONS

4.1 There are no direct Policy and Corporate implications.

4.2 Monitoring of the Policy will be used to measure performance.

##### 5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

5.1 There are no direct financial implications to this report.

5.2 There are no direct HR implications to this report.

## 6.0 **LEGAL IMPLICATIONS/POWERS**

6.1 There are no direct legal implications to this revised Policy.

## 7.0 **COMMUNITY SAFETY**

7.1 There are no direct community safety implications to this report.

## 8.0 **EQUALITIES**

8.1 An EIA has been completed and is attached to this report at Appendix B.

## 9.0 **RISKS**

9.1 There are no direct risks to this Policy.

## 10.0 **CLIMATE CHANGE**

10.1 There are no climate change risks to this Policy.

## 11.0 **CONSULTATION**

11.1 Parish Councils, TFEC have been consulted on this Policy. The Policy is available on the web site for further consultation.

## 12.0 **WARDS AFFECTED**

12.1 All

Contact Officer      A Tebbutt, Head of Communications  
Date:                    05 April 2012

Appendices :         A – Corporate Complaints Policy  
                              B – Equalities Impact Assessment

Background Papers:   N/A

Reference :             X : Committees\PFA