

Corporate Complaints Handling Procedures (PPB Topic Group Recommendations 2014) – Progress Update 20.10.15

Recommendation	Comment
1. In line with current good practice the Council should adopt a 2 stage Corporate Complaints Handling Procedure (CCHP).	2 stage procedures adopted and revised Handling Procedure published on website December 2014. Matters handled through CCHP will involve direct provision of service, or lack of, to the individual.
2. The Council should determine a clear definition of what constitutes a complaint publish a revised Corporate Complaints Procedure which includes target timeframes for resolution	This does not preclude more general matters being addressed outside of CCHP.
3. That central oversight of the CHP is maintained and that Members continue to receive an annual report.	Central oversight has been improved through better communication with complaints teams for Adult and Children’s Social Care and Assistant to Chief Executive and Principal Performance and Improvement Officer. Members will receive annual report post March 31 st 2016.
4. The development of an in-house system to record information about complaints should be reinstated and a solution implemented as soon as possible.	System currently in development and live testing anticipated during the next 8 – 12 weeks.
5. To further enhance accessibility and automation a Corporate Complaints Form should be made available via the website that can be submitted electronically to the Complaints Team.	<i>Electronic Complaints Form became available November 2014 and is in regular use by those wishing to contact us.</i>
6. In addition to the published Corporate Complaints Handling Procedure staff should be provided with more comprehensive guidance / training on the handling of complaints	<i>Named individuals now identified within Directorates and guidance training will be circulated as part of launch of new CCHP IT system. Work is being undertaken in October with colleagues who handle Adult Social Care and Children’s Social Care complaints to explain the different processes to first group of managers. Will be extended through Divisional Management Teams.</i>
7. In addition to a revised Corporate CHP being published all key staff, particularly those delivering customer facing activities, should be made aware of the Corporate Complaints Handling Process and provided with clear guidance on individual roles and responsibilities	This will be aligned to the introduction of the new IT system referred to above.
8. In addition to an Annual Report via Corporate Services PPB, the Council should make use of internal communication methods to circulate information to staff concerning the handling of complaints and the Councils performance and learning outcomes.	Refer above
9. That each Directorate Management Team formally receive a summary of the complaints and compliments that are being received on a regular basis	<i>As we have now moved to 2 Directorates this needs to be reviewed</i>
10. Consideration should be given to the development of a Corporate Unacceptable Actions and Behaviour Policy.	<i>This is presently in the work programme for completion this calendar year.</i>