



Leicester
City Council

Operations Board

4th June 2014

Corporate Complaints Reporting

1. PURPOSE OF REPORT AND RECOMMENDATION

This report seeks endorsement from Operations Board for a new regime of regular reporting on corporate complaints.

The Board is recommended to approve the adoption of the new reporting structure and to ensure Directors use the information to monitor and improve complaints handling.

Operations Board are asked to consider if they would like to receive this complaints monitoring report on a regular basis.

2. REPORT

The Director of Information and Customer Access has a responsibility to ensure there is a corporate complaints policy and to provide a corporate complaints recording system, to help the organisation better handle cross departmental complaints and to allow monitoring and reporting of complaints. In the absence of a corporate complaints management function, reporting at a corporate level has not happened for some time, although this does happen at a departmental management level.

As the council's front of house, Customer Services receives complaints and passes them to the departmental complaints managers to process. As some of these leads have changed in recent times, the Complaints Officers' group has been resurrected and now meets regularly to review our management of complaints. A report has been developed to assist this process and the reporting template is attached, with figures and some analysis for the first quarter of the year.

It is proposed to produce similar information quarterly and to monitor the effect of service improvements undertaken in reducing complaints numbers and those escalated to Stage 2 of the process.

3. CONSULTATIONS

Consultation has taken place with the corporate Departmental Complaints Officers.

4. REPORT AUTHOR

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