

A33/23

**Complaints Task and Finish Group Update**

The outcome report is in the process of being shared with senior officers to agree follow-up actions, after which we can provide a more detailed update as required - the item scheduled for June's Committee has been deferred to November's Committee: Report of the Complaints Task and Finish Group.

Some areas of current practice were highlighted for improvement; namely around existing oversight and reporting mechanisms to enable more visibility and learning from complaints across the organisation, as well as opportunities for complaints teams to collaborate more closely. The findings will feed into the council's wider customer transformation programme which will deliver better experiences and outcomes for our customers.

We can confirm that in the interim we have recruited to the senior complaints practice lead post, which will support the delivery of improved practice and influence how we can use the learning from complaints to improve services.

The recommendations and questions put forward by Audit & Governance Committee Members (as detailed below - Action A7/23), will be included in the forward work plan for the Senior Complaints Practice Lead, and have been shared with the Customer Transformation Programme for consideration as part of their work to streamline processes, make better use of technology and improve the information we provide:

- A7/23 a) Comparative complaints figures with other local authorities
- A7/23 d) Consider how non-formal complaints information such as around highways that residents direct to Members, can be incorporated in future reports or provided to the Committee in another form.
- A7/23 g) Provide an update on the Customer and Communities Directorate's mapping exercise of the Council's communication touch points and whether those were user friendly.
- A7/23 h) Consider a similar approach of having a central email address for residents when communicating with the Council around reporting a defect or complaint and issues to be allocated to the relevant officers for a response within an agreed timeline.

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