

# **OVERVIEW AND SCRUTINY BOARD**

Date: 16<sup>th</sup> December 2013

## **MAKING EXPERIENCES COUNT - QUARTERLY COMPLAINTS REPORT**

Relevant Portfolio Holder	Cllr Mark Bullivant
Portfolio Holder Consulted	√
Relevant Head of Service	Amanda de Warr – Head of Customer Services
Wards Affected	All Wards
Non-Key Decision	

### **1. SUMMARY OF PROPOSALS**

This report provides the Board with customer feedback data for the second quarter of 2013/14

### **2. RECOMMENDATIONS**

**The Board is asked to:**

**2.1 Note the contents of the report.**

### **3. KEY ISSUES**

3.1 This report details the customer feedback received by the authority during the 2<sup>nd</sup> quarter of 2013/14, including Local Government Ombudsman complaints and the outcomes of customer complaints.

3.2 The report also provides demand data across the main access channels.

#### **Financial Implications**

3.3 There are no direct financial implications, although failure to deal appropriately with complaints can lead to financial recompense being necessary.

#### **Legal Implications**

3.4 There are no specific legal issues arising from this report. Any legal issues arising from complaints are dealt with on a case by case basis.

#### **Service/Operational Implications**

3.5 The Every Customer, Every Time, Customer Experience Strategy was launched in March 2011 and sets out our vision for excellent customer service provision and improving the customer experience when having contact with the Council.

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- 3.6 As an authority committed to improving customer care customer feedback and demand data is used to measure what is happening in our systems, and to inform improvements.
- 3.7 Quarterly reporting is intended to ensure Members of the Council and customers are updated in respect of customer feedback, especially complaints made in respect of service provision.
- 3.8 Good customer service has improved value for money by reducing failure demand. Improvements to the way we handle complaints has resulted in less officer time spent chasing responses and re-investigating.

## **Customer / Equalities and Diversity Implications**

- 3.9 It is important to monitor aspects of customer service to ensure that we are improving and developing. Customers need to know that we respond properly to complaints and act on the issues raised to reduce the possibility of them happening again.

## **4. RISK MANAGEMENT**

- 4.1 It is important to use the Council's complaints or compliments to measure how well the system is meeting its purpose and to act on those complaints to fix the system where it is failing.

## **5. APPENDICES**

Appendix 1 - **Quarterly Customer Feedback Report Quarter 2  
2013/14**

## **6. BACKGROUND PAPERS**

The details to support the information provided within this report are held by Head of Customer Services

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