

<b>Committee:</b>	<b>Performance Select Committee</b>	<b>Agenda Item</b>
<b>Date:</b>	<b>12 February 2009</b>	<b>7</b>
<b>Title:</b>	<b>BI &amp; P Summary Report – Customer Feedback Management</b>	
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### Summary

The report attached details the investigations carried out, and subsequent recommendations for approval, relating to the review of the authority's complaints and enquiries processes.

This item is included in the agenda in response to a Members request that a detailed report be presented for consideration and approval at the Performance Select Committee.

### Recommendations

That Members approve the approach and recommendations detailed in the report.

### Background Papers

LGO Annual Letter 2008	Local Government Ombudsman
Running a Complaints System – Guidance on Good Practice	Local Government Ombudsman
Remedies for Justified Complaints – Guidance on Good Practice	Local Government Ombudsman
How to Deal with Complaints	Cabinet Office
UDC Customer Care Standards	
UDC Customer Contact Strategy (February 2005)	
UDCP001 – UDC Corporate Complaints Management Policy – DRAFT	

### Impact

Communication/Consultation	Internal and external bodies will be consulted during the development of a Customer Feedback process. This process will be communicated both internally and externally once approved.
Community Safety	None identified
Equalities	The Customer Feedback process will ensure that all Equalities requirements will be addressed and monitored regularly to guarantee adherence.
Finance	All costs involved with recommendations will be reviewed and agreed at appropriate levels.
Human Rights	None
Legal Implications	The process will adopt appropriate quality assurance controls to ensure legal implications are limited, or preferably, non-existent.
Sustainability	No direct impact resulting from report findings.

## Situation

Since their formation in October 2007, the Business Improvement Team have undertaken a number of service reviews that have included reviewing the recording, monitoring, resolution and reporting of customer contacts to varying degrees.

These investigations have identified that there is a lack of corporate focus for a customer feedback process and that, although some service areas have procedures in place to record, monitor and report customer contact data, the authority does not have an accurate overall understanding of the number and nature of the complaints or enquiries it receives.

This report details the findings from these investigations and makes recommendations for change.

## Risk Analysis

Risk	Likelihood	Impact	Mitigating actions
That customer complaints and enquiries are not responded to and/or resolved in a timely manner and customer satisfaction levels will worsen	<p>3 = significant risk or impact – action required</p> <p>At least in the short term, resources may not permit swift adoption of all the recommendations</p>	<p>3 = significant risk or impact – action required</p> <p>Customer satisfaction levels would not improve as quickly as desired</p>	<p>Implementation of a corporate customer feedback process</p> <p>Identification of key process performance measures</p> <p>Reporting of complaint and enquiry data to service, strategic and committee level</p>