

Name of meeting: Corporate Governance and Audit Committee

Date: 7 September 2018

Title of report: Corporate Customer Standards Annual Report 2017-18

Purpose of report:

To update Corporate Governance and Audit Committee on complaint handling for the year 2017-18 and a review of the Ombudsman and Third Stage Complaints received.

The report also contains details of the Whistleblowing Complaints that have been received in the financial year and 4 detailed case studies of learning from complaints.

There is also a consideration of an addendum to the information provided to residents about complaints handling.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	No
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports?)	No
The Decision - Is it eligible for call in by Scrutiny?	Yes
Date signed off by <u>Strategic Director</u> & name Is it also signed off by the Service Director for Finance IT and Transactional Services? Is it also signed off by the Service Director for Legal Governance and Commissioning Support?	Julie Muscroft 29.08.2018
Cabinet member portfolio	Graham Turner

Electoral wards affected: all

Ward councillors consulted: none

Public or private: Public

1. **Summary**

For Corporate Governance and Audit Committee to consider the content of the report, and to advise if they would like any additional areas for the next interim report.

Currently scheduled:

Learning/Review of SEN
Investigation into Highways Service Complaints Handling
Interim update of complaints handling 2018-19

To consider the addendum to the information provided to residents about complaints about individual staff members.

2. **Information required to take a decision**

Contained within report

3. **Implications for the Council**

3.1 **Early Intervention and Prevention (EIP)**

3.2 **Economic Resilience (ER)**

3.3 **Improving Outcomes for Children**

3.4 **Reducing demand of services**

Learning from complaints will help ensure that errors are not repeated and processes are more efficient and effective.

3.5 **Other (eg Legal/Financial or Human Resources)**

Complaint handling investigation help reduce the risk of services not adhering to legal processes.

4. **Consultees and their opinions**

N/A

5. **Next steps**

N/A

6. **Officer recommendations and reasons**

To accept the report.

7. **Cabinet portfolio holder's recommendations**

8. **Contact officer**

Chris Read, Corporate Customer Standards 01484 221000

9. **Background Papers and History of Decisions**

None

10. **Service Director responsible**

Joanne Bartholomew