

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	18 July 2022		
TITLE:	Corporate Complaints Policy		
TYPE OF REPORT:	Policy Review		
PORTFOLIO(S):	Corporate Services		
REPORT AUTHOR:	Honor Howell, Assistant to the Chief Executive		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
To report back on the work of the Information Working Group (“IWG”) established to consider the Corporate Complaints Policy so that the Panel may consider whether to recommend some or all of the proposed changes to Cabinet.
KEY ISSUES:
The IWG agreed proposed changes to the Corporate Complaints Policy (as set out in the minutes of the IWG meeting). These have been incorporated into the Corporate Complaints Policy. The Panel is requested to consider the revisions, which are considered minor and do not constitute a change to the process and decide whether they wish to recommend for all the proposed changes to Cabinet.
OPTIONS CONSIDERED:
CPP may resolve that the amendments are satisfactory and recommend them to Cabinet or wish to make further amendments.
RECOMMENDATIONS:
To consider the proposed changes as set out in the report and minutes and resolve whether to recommend the proposed changes to Cabinet.
REASONS FOR RECOMMENDATIONS:
The IWG was constituted by the Panel to review the Corporate Complaints Policy and the Panel should consider the work carried out by the IWG as set out in the minutes of the meeting and whether it wishes to make the recommendations to Cabinet for changes to one of the council’s policies.

1. Introduction

The Corporate Performance Panel resolved as follows with regards to the review of the Corporate Complaints Policy:

Resolved: The Informal Working Group undertake a review of the current Corporate Complaints Policy in one meeting via Zoom and present any proposed changes to a future meeting of the Panel.

2. Proposal

During the meeting, the IWG came to an agreement on proposed changes that it wished to recommend to CPP for consideration which are set out in the attached minutes.

3. Issues for the Panel to Consider

The Panel is recommended to review the changes to the Corporate Complaints Policy and consider whether some or all of those changes should be recommended to Cabinet.

4. Corporate Priorities

The purpose behind adopting the Corporate Complaints Policy is to support members of the public wishing to make a complaint regarding a service or decision provided by the council.

5. Financial Implications

None

6. Any other Implications/Risks

Having a policy in place which is applied to complaints received by members of the public provides a mechanism for a complaint to be thoroughly investigated by at least two senior officers, one of which has not been connected to the complaint. The responses provided to the member of the public will form part of any relevant responses to the Local Government and Social Care Ombudsman, where complaints are progressed to them.

7. Equal Opportunity Considerations

Complaints made which incorporate an element covered by Equalities legislation are recorded and consultation with the Assistant Director, Central Services should take place during any investigation.

8. Consultation

None as reporting back on the work of a duly constituted informal working group.

9. Conclusion

The Panel review the proposed changes to the Corporate Complaints Policy attached and consider whether to recommend these changes to Cabinet.

10. Background Papers

Guidance on effective complaint handling by the Local Government and Social Care Ombudsman. <https://www.lgo.org.uk/assets/attach/5908/Good-complaint-handling-spaced-out-short-page-F-13.5.22.pdf>