

## CAMBRIDGE CITY COUNCIL

---

REPORT OF: Business and Transformation

TO: Civic Affairs Committee

16/9/2015

WARDS: None directly affected

### **ANNUAL COMPLAINTS AND FEEDBACK REPORT 2014-15**

---

#### **1 INTRODUCTION**

- 1.1 This report provides an analysis of the complaints and compliments received by the Council during 2014/15 under the Corporate Complaints, Compliments and Comments procedure.
- 1.2 The purpose of the report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place over the past year as a result of the complaints received and make further recommendations based on trend data to improve services.
- 1.3 The report also highlights those areas of good practice within the Council and seeks to identify topics and trends in relation to comments made by members of the public so that the Council can also take action where appropriate to improve services

#### **2. RECOMMENDATIONS**

##### **2.1 Civic Affairs to:**

Consider the draft Annual Complaints Report for 2014-15, shown at Appendix A, and approve for publication on the Council's website.

### **3. BACKGROUND**

- 3.1 The City Council has been recording information about complaints for the last eleven years and trend data is included in the report from 2010. In 2014-15 we received 484 complaints an 11.5% increase on the previous year.
- 3.2 The report in Appendix A includes:
- A summary of complaints received, their trends and action taken,
  - Details of compliments and comments,
  - Complaints investigated by the Independent Complaints Investigator,
  - Complaints escalated to the Local Government Ombudsman,
  - Complaints relating to conduct of councilors.
- 3.3 As well as complaints we also receive many positive comments about the Council's services and staff. A section on compliments is included in the report because knowing where things are working well and are appreciated is as important as knowing where things are not working well.
- 3.4 Subject to approval by Civic Affairs on the 16<sup>th</sup> September, officers will finalise and publish the report on the Council's website with hard copies being made available on request.

### **4. CONSULTATIONS**

#### **4.1**

The Annual Complaints report is compiled by Customer Services on behalf of the Council. Data on complaints and compliments is collected quarterly by a designated complaints coordinator within each department and collated by Customer Services.

### **5. CONCLUSIONS**

The City Council has worked hard to understand the reasons for the complaints, and has taken action to prevent the poor service that triggered those complaints from being repeated. We continue to work hard to deliver high quality services to all residents and customers, and welcome all feedback on our services and suggestions for improvement.

## 6. **IMPLICATIONS**

### (a) **Financial Implications**

The time and resources spent on responding to complaints is a not insignificant cost to the Council. Our aim should be to get things right first time as often as we can.

### (b) **Staffing Implications – None**

### (c) **Equality and Poverty Implications**

Analysis and action taken as a result of complaints has an important role to play in ensuring that our services are accessible to all those who wish or need to use them and, that as far as possible, we are able to respond flexibly to the differing needs of our citizens and visitors. EQIA assessment booked for 1.9.2015

### (d) **Environmental Implications**

None

### (e) **Procurement**

None

### (f) **Consultation and communication**

None

### (g) **Community Safety**

None

**BACKGROUND PAPERS:** The following are the background papers that were used in the preparation of this report:

Departmental Quarterly monitoring reports – June '14, September '14, December '14, March '15

For enquiries or to inspect these documents contact the author, Jenna Varga Business and Development Manager, Customer Services on extension 8607.

Report file:

Date originated: 04 September 2015

Date of last revision: 04 September 2015