

REPORT TITLE: Annual Complaints Self-Assessment

To:

Councillor Mike Davey - Leader

Strategy & Resources Committee – 21st November 2024

Report by:

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Wards affected:

All

1. Recommendations

1.1 It is recommended that Leader:

1. Approve the self-assessment for publication

2. Purpose and reason for the report

2.1 This self-assessment process is a new statutory requirement. Its purpose is to check that our complaints process is compliant with the Codes of Practice for the Local Government and Social Care Ombudsman and the Housing Ombudsman. Part of the new requirement is that the assessment is presented and then published on the Council website. It should be noted that this assessment is only looking at the process we use and does not cover reporting on actual complaints received. In future years we will bring this self-assessment for scrutiny alongside the Annual Customer Feedback Report so that information on both the process and on complaints and feedback received is presented at the same time. The Annual Customer Feedback Report for this year was presented to this committee earlier in the year.

3. Alternative options considered

3.1 As this is a statutory requirement there were no alternative options to consider

4. Background and key issues

4.1 Please see Appendix 1 for the self-assessment.

5. Corporate plan

5.1 The self-assessment ensures that our complaints policy and process is fair and accessible for all and offers residents and staff an opportunity to resolve issues that are raised.

[Corporate plan 2022-27: our priorities for Cambridge - Cambridge City Council](#)

6. Consultation, engagement and communication

6.1 This self-assessment will be published on our website.

7. Anticipated outcomes, benefits or impact

7.1 As a result of the decision the Council would be fully compliant with all areas of the Ombudsman Code of Practice. This demonstrates a commitment to the public and the governing body that the Council takes the complaints process seriously and makes effort to ensure its effectiveness and accessibility.

8. Implications

8.1 Relevant risks

If we were not to bring this report and subsequently publish there is a reputational risk that we would not be compliant with the Housing Ombudsman's code of practice, which would lower public confidence in our handling of complaints.

Financial Implications

8.2 None to report

Legal Implications

8.3 None to report

Equalities and socio-economic Implications

8.4 The Housing Ombudsman code of practice takes steps to ensure that complaints policies are fair and accessible for all residents. By not complying with this code, there could be an impact on members of the public with accessibility requirements. [Cambridge City Council Equality Impact Assessment guidance notes 230818.docx \(sharepoint.com\)](#)

Net Zero Carbon, Climate Change and Environmental implications

8.5 There are no Net Zero Carbon, Climate Change or Environmental implications. [Chief Executive Office - Guidance on completing the net zero climate change and environmental implications section .pdf - All Documents \(sharepoint.com\)](#)

Procurement Implications

8.6 None to report

Community Safety Implications

8.7 None to report

9. Background documents

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 Housing Ombudsman self-assessment form. Cambridge City Council complaints policy.

10. Appendices

10.1 Annual Complaints self-assessment 2023-24

To inspect the background papers or if you have a query on the report please contact Tony Stead – tony.stead@cambridge.gov.uk