

ANNUAL COMPLAINTS MONITORING REPORT 2015-2016

1. Purpose of Report

The purpose of this report is to present the Council's Annual Complaints Monitoring Report for the period 1 April 2015 – 31 March 2016.

2. Recommendations

Members are asked to:-

- 2.1 approve the Annual Complaints Monitoring Report for 2015-2016 as detailed in the **Appendix**;
- 2.2 approve the publication of this report on our Council's website; and
- 2.3 note the approved report will be forwarded to the Scottish Public Services Ombudsman's Office (SPSO).

3. Considerations

3.1 The Council adopted the Scottish Public Services Ombudsman's (SPSO) Model Complaint Handling Procedure (CHP) with effect from 1 April 2013. Integral to the CHP are the requirements that all Scottish Local Authorities monitor complaints against a range of set performance indicators and the publication of an annual report.

3.2 The Annual Complaints Monitoring Report for 2015-16 is included at the **Appendix**. A summary of the findings of this report is included below for information:

3.2.1 The number of complaints received by our Council has fallen for the second consecutive year, as outlined below:

Year	2011-12	2012-13	2013-14	2014-15	2015-16
No. Complaints Received	219	367	431	364	329

3.2.2 The Council continues to resolve the majority of complaints at Stage 1 which demonstrates a positive commitment to resolving matters at the earliest stage of the process possible.

3.2.3 Compliance with Stage 2 timescales has improved significantly overall from 38% last year to 67% this year. There has also been a marked improvement in compliance with Stage 1 timescales from 48% to 61% in the same period. Whilst the Council continues to fall short of the local target of 80% compliance against the timescales of the CHP, this year's performance demonstrates progress has been made.

3.2.4 We have seen both increases and decreases throughout the year in the number of complaints 'upheld' and 'partially upheld' at different stages of the CHP, however, the overall percentage of responses containing outcomes with 'upheld' or 'partially upheld', remains reasonably consistent at 53%, compared to 56% last year.

3.2.5 We have finalised our agreed approach to measuring customer satisfaction in line with the SPSO's indicator 7, which is stated as '*Customer satisfaction with the complaints*

service provided, and have included the results from our exit surveys in the 2015-16 report.

3.2.6 The Council is increasing its focus on implementing learning from complaints in line with the SPSO's indicator 8, which is stated as '*Changes or improvements to services or procedures as a result of the consideration of complaints*'. The attached report provides some examples of improvement activities undertaken by departments as a result of learning from complaints.

4. Governance Assurance

The Corporate Management Team and Chief Internal Auditor have been consulted on this report and are in agreement with its recommendations.

5. Impact Assessment

As this report does not propose a change in policy/strategy/plan/project it is not necessary to complete an Impact Assessment.

Author(s)

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Approved by

NAME	DESIGNATION
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Appendices – 1

Appendix – Annual Complaints Monitoring Report 2015-16

Background Papers:

Dumfries and Galloway Council Complaints Handling Procedure as agreed by Audit and Risk Management Committee on 8 January 2013 (Item 7)

(<http://egenda.dumgal.gov.uk/aksdumgal/users/public/admin/kab12.pl?cmte=ARM&meet=27&arc=71>)

Annual Complaints Monitoring Report 2014-15 as agreed by Audit and Risk Management Committee on 18 June 2015 (Item 5)

(<http://egenda.dumgal.gov.uk/aksdumgal/users/public/admin/kab12.pl?cmte=ARM&meet=41&arc=71>)

SPSO Performance Indicators for the Local Authority Model Complaints Handling Procedure

(<http://www.valuingcomplaints.org.uk/wp-content/media/SPSO-performance-indicators-for-the-Local-Authority-Model-Complaints-Handling-Procedure.pdf>)