

**ANGUS COUNCIL**

**SCRUTINY & AUDIT COMMITTEE – 19 APRIL 2016**

**COMPLAINTS**

**REPORT BY RICHARD STIFF, CHIEF EXECUTIVE**

**ABSTRACT**

The purpose of this report is to highlight the complaints received from 1 April 2015 to 31 December 2015 and to update members on the action being taken to ensure the effectiveness of the complaints handling procedure and to learn from complaints.

**1. RECOMMENDATIONS**

It is recommended that the Scrutiny & Audit Committee note:-

- (i) the complaints closed between 1 April 2015 and 31 December 2015;
- (ii) the learning as a result of the complaints; and
- (iii) that a full report on the year end figures along with the satisfaction survey results be submitted to Scrutiny & Audit committee on 14 May 2016.

**2. ALIGNMENT TO THE ANGUS COMMUNITY PLAN/SINGLE OUTCOME AGREEMENT/COPORATE PLAN**

This report contributes to the following local outcome(s) contained within the Angus Community Plan and Single Outcome Agreement 2013-2016:

- Angus is a place where a first class quality of life can be enjoyed by all.

**3. BACKGROUND**

Since 1 April 2013, the council has been operating the new Complaints Handling Procedure for Local Authorities as required by the Scottish Public Services Ombudsman.

During the period 1 April – 31 December 2015 a total of 128 complaints were recorded as closed off during the year.

**4. COMPLAINTS STATISTICS**

Analysis of key indicators for 2015/16 shows that:-

- Of the 145 complaints received, 128 had been closed off as at 31 December 2015.
- 96 complaints were closed at the frontline resolution stage, 39 complaints at Stage 2 and 4 were not corporate complaints.
- Of the Stage 1 complaints received 30 were upheld, 36 not upheld and 30 partially upheld.
- Of the Stage 2 complaints received 5 were upheld, 14 not upheld and 16 partially upheld.

## **5. LEARNING FROM COMPLAINTS**

Each Directorate has been asked to identify and act on the key learning points from the complaints received about their service.

Complaints are detailed in the attached Appendix 2, Appendix 3, Appendix 4 and Appendix 5 along with key learning points and procedures/processes that have changed as a result of the complaint.

## **6. FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

## **7. CONSULTATION (IF APPLICABLE)**

The Strategic Directors of People, Communities and Resources, the Head of Legal and Democratic Services and the Head of Corporate Improvement and Finance have been consulted in the preparation of this report.

**RICHARD STIFF  
CHIEF EXECUTIVE**

**NOTE:** No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

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**List of Appendices:-**

**Appendix 1 – Learning from Complaints – Resources**  
**Appendix 2 – Learning from Complaints – Communities**  
**Appendix 3 – Learning from Complaints – People**  
**Appendix 4 – Learning from Complaints – Chief Executive’s Unit**