

ANGUS COUNCIL

SCRUTINY AND AUDIT COMMITTEE – 20 AUGUST 2019

COMPLIMENTS & COMPLAINTS

APRIL – JUNE 2019

REPORT BY MARGO WILLIAMSON, CHIEF EXECUTIVE

ABSTRACT

The purpose of this report is to highlight the complaint statistics for the first quarter of 2019/20 and the compliments received during the period.

1. RECOMMENDATION

1.1 It is recommended that the Scrutiny & Audit Committee consider and note the complaints closed between 1 April 2019 and 30 June 2019.

2. ALIGNMENT TO THE ANGUS LOCAL OUTCOMES IMPROVEMENT PLAN/CORPORATE PLAN

2.1 This report contributes to the following local outcome contained within the Angus Local Outcomes Improvement Plan and Locality Plans:

- **Angus is a safe, secure, vibrant and sustainable community.**

3. BACKGROUND

3.1 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.

3.2 During the first three months of 2018/19 a total of 71 complaints were recorded as closed off during the first three months.

4. SERVICE COMPLAINTS

In the first three months a total of 60 "Service" Complaints were received. These are required to be responded to as quickly as possible and the target response is no longer than five days. Of the 60 complaints received the average time taken to respond was 8.28 days. Only 36 complaints were closed within the targeted timescale of five days. This continues to be an area where improvement is required and as Chief Executive I have been working with Directors to identify what steps need to be taken to improve this ongoing situation.

5. INVESTIGATION COMPLAINTS

In the first three months a total of 11 Investigation complaints were received. These complaints require an investigation to be carried out by a senior officer. An officer has 20 days to provide a full response. Of the 11 complaints received the average time taken to respond was 27 days. Again this is an area for improvement. However, it must be understood that whilst this is out with the timescales there can be a number of reasons for this e.g. school holidays, collecting all the necessary information, scheduling of meetings with complainer etc.

A snap shot of the investigation complaints are as follows:-

- Systems not updated consistently
- Level of service not as expected by Angus Council

- More effective system of communication to be developed

6. COMPLIMENTS

6.1 A few compliments have been received during the period. Compliments are received in writing, via facebook/twitter and by telephone. Detailed below is an example of the compliments received in the first quarter.

- Accessline staff helpful, courteous and efficient
- Support from Angus Council during work in Montrose was exemplary
- The helpfulness of staff at Forfar Recycling Centre, in particular the lady who was helpful & cheery. So refreshing!

7. FINANCIAL IMPLICATIONS

7.1 There are no financial implications arising from this report.

8. CONSULTATION

8.1 The Depute Chief Executive, Director of Finance and Director of Legal & Democratic Service have been consulted in the preparation of this report.

**MARGO WILLIAMSON
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.

REPORT AUTHOR: Elaine Whittet
EMAIL DETAILS: whittete@angus.gov.uk