

AGENDA
ITEM

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WEST DEVON BOROUGH COUNCIL

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NAME OF COMMITTEE	Standards
DATE	12 July 2011
REPORT TITLE	Complaints Report 2010-2011
REPORT OF	Head of Customer Services & ICT
WARDS AFFECTED	All

Summary of report:

To report on the complaints received and investigated using West Devon Borough Council's Complaints Procedure, between April 2010 and March 2011.

Financial implications:

There are no financial implications as a result of this report.

RECOMMENDATIONS:

That Members note the complaints received in 2010-2011.

Officer contact:

Darren Cole, Head of Customer Services & ICT on 01822 813626 or
Darren.cole@swdevon.gov.uk

1. BACKGROUND

- 1.1 West Devon Borough Council has had a two-stage complaints procedure since March 2009.
- 1.2 Complaints received are monitored and an analysis undertaken which is then reported to Members on an annual basis.

2. ISSUES FOR CONSIDERATION

- 2.1 There is a summary and analysis of the complaints received throughout the period April 2010 to March 2011 included at Appendix A.

3. LEGAL IMPLICATIONS

- 3.1 The report is necessary to enable the Standards Committee to fulfil their role in having an overview of complaint handling for West Devon Borough Council.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications as a result of this report.

5. RISK MANAGEMENT

- 5.1 The risk management implications are:

Opportunities	Benefits
To handle complaints effectively and apply lessons learnt. Review the communication routes customers choose	Monitoring of complaints and a robust Corporate Procedure to deal with and learn from them Focus resources dependent on customer demand
Issues/Obstacles/Threats	Control measures/mitigation
If complaints are not handled correctly, the Council may not be fulfilling its duties and, as a result, may not be providing high quality services. If complaints are not resolved they may result in Ombudsman investigations which may ultimately result in financial penalties for the authority	The Council has in place a robust complaints procedure.

6. OTHER CONSIDERATIONS

Corporate priorities engaged:	There is no specific link to the corporate priorities. However, the complaints process is a key element of the Customer First standards which sets out how customers can expect to be treated by West Devon Borough Council.
Statutory powers:	None
Considerations of equality and human rights:	There are no equality or human rights considerations arising from this report
Biodiversity considerations:	There are no biodiversity considerations arising from this report
Sustainability considerations:	There are no sustainability considerations arising from this report
Crime and disorder implications:	There are no crime and disorder considerations arising from this report
Background papers:	Customer First Standards WDBC Complaints Procedure
Appendices attached:	Appendix A: Analysis of complaints received between 1 April 2010 and 31 March 2011