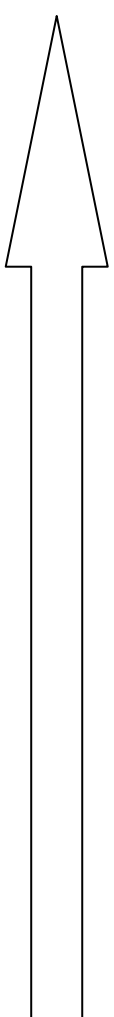


Cyngor Sir Ynys Môn / Isle of Anglesey

Committee	Standards Committee
Date of Meeting	31 October 2012
Title of Report	Complaints Management Project
Report By	Customer Care Officer
Purpose of Report	To update the Committee on the current status of the Complaints Management Project

1. As reported to this Committee on 27th July 2012, a revised Project Mandate was presented to the Heads of Service Management Team Meeting on 31 May 2012.
2. Background work has been completed to adapt the Policy to an “Anglesey” version and reflect the realities imposed by resource constraints. Similarly, the PSOW’s “Unacceptable Actions by Complainants” Policy is being used as a starting point for the Council issuing and adopting a similar policy. Both these draft documents were sent out to Directors and Heads of Service on 26.9.12 for consultation. The consultation period closed on 12.10.12 and work is ongoing to complete any changes. The consultation documents are attached. (Appendix 1)
3. It is anticipated that the New Policy will be taken to a meeting of the Executive on 19.11.12 for approval with a proposed implementation date of 1.4.2013
4. The adoption of a “Signposting Policy” also forms the final part of the Project Plan and this will facilitate access to information for Members.
5. A further update will be presented to the next meeting of the Standards Committee.

SUMMARY OF CONCERNS AND COMPLAINTS POLICY

SAME	STEP 3 – PSOW	
DIFFERENT	<p>STEP 2 – COMPLAINT (p12)</p> <ul style="list-style-type: none"> • unresolved concern } timescale 3 days • escalate to DCO } • DCO will } <ul style="list-style-type: none"> ○ assess/prioritise } ○ appoint investigator } ○ inform CCO } ○ monitor } • CCO acknowledges and identifies investigator } 2 days • investigator investigates and notifies outcome to complainant } 15 days (note exceptions) • data collection and analysis • lessons learnt - quarterly reports to SLT and Executive 	
NEW	<p>STEP 1 – CONCERN</p> <ul style="list-style-type: none"> • service failure after request • includes dialogue • swift in service resolution • data collection and analysis • lessons learnt (p9) - quarterly reporting to SLT and Executive 	
SAME	<p>BUSINESS AS USUAL</p> <ul style="list-style-type: none"> • service request • includes dialogue • frontline resolution • no data collection 	

Complaints received per service 2011-2012

89 complaints received – 3 withdrawn prior to being dealt with = 86 complaints

Service	Number of complaints dealt with	Stage 2	Ombudsman
	86	15	9
Education	2	0	0
Environmental Services	0	0	0
Finance	32	3	1
Highways	3	0	2
Highways/Tourism	1	0	0
Housing	16	3	0
Human Resources	0	0	0
IT	0	0	0
Legal	0	0	0
Leisure	6	0	0
Libraries	0	0	0
Maritime	1	0	0
Planning	16	4	4
Planning / Highways	1	1	0
Policy	2	0	0
Property	0	0	0
Scrutiny	1	0	0
Trading Standards	3	3	2
Waste Management	2	1	0

CONSULTATION ON THE COUNCIL'S NEW CONCERNS AND COMPLAINTS POLICY

CONSULTATION QUESTIONNAIRE

Specific issues requiring a response (noted in red in the Draft Policies) - Responses please by 12.10.12				
Concerns and Complaints Policy				
Ref:	Question	6 months	12 months	Comments
Page 5	Time limit option – within 6 or 12 months from when problem occurred			
Page 16	Each authority must appoint an Officer with responsibility for ensuring the policy is adopted and guidance followed	Chief Executive	Deputy Chief Executive	
General	Any other comments on the Policy			
Unacceptable Actions by Complainants Policy				
Page 6	Section 4 – Managing unacceptable action by complainants – is there any other action that you would wish to see included here			
General	Is there anything else that you would like to see included in the Policy – another type of sanction/ any other “unacceptable action/behaviour”			
General	Any other comments on the Policy			
CC-016219-BJ/151622				