

Cyngor Sir Ynys Môn / Isle of Anglesey

Committee	Standards Committee
Date of Meeting	14 December 2011
Title of Report	Complaints Management Project
Report By	Corporate Information Officer
Purpose of Report	To advise the Committee about the Complaints Management Project

1 Introduction & Background

1. The Council requires that all proposed new projects are presented to its Heads of Service Management Team for consideration by means of a standard document, known as the Project Mandate.
2. The Heads of Service Management Team's acceptance of the Project Mandate permits the creation of a Project Initiation Document (PID), which sets out in greater detail the project's aims and objectives.
3. The Model Concerns and Complaints Policy Project Mandate was presented to the Heads of Service Management Team on 25 November 2011, and is attached as 'Enclosure 1'.
4. The Mandate sets out that the Council is required to adopt the Public Services Ombudsman's Model Concerns and Complaints Policy and support its implementation with specific adaptations to the way the Council perceives and responds to complaints. Copies of the new Model Concerns and Complaints Policy were distributed to the Standards Committee on 14 September 2011.
5. The new Model Concerns and Complaints Policy places emphasis upon resolution at source. The approach to complaints demonstrated in the Policy is highlighted in Enclosure 1.
6. Work to prepare the PID has commenced. It is intended that the PID will be presented to the Heads of Service Management Group as soon as possible in 2012.

2 The Complaints Management Project

7. The project is intended to facilitate the introduction of the new policy and ensure that it becomes embedded within the Council's culture.
8. The Project Mandate sets out that managing complaints effectively provides opportunities to improve customer care and citizen-centric services that

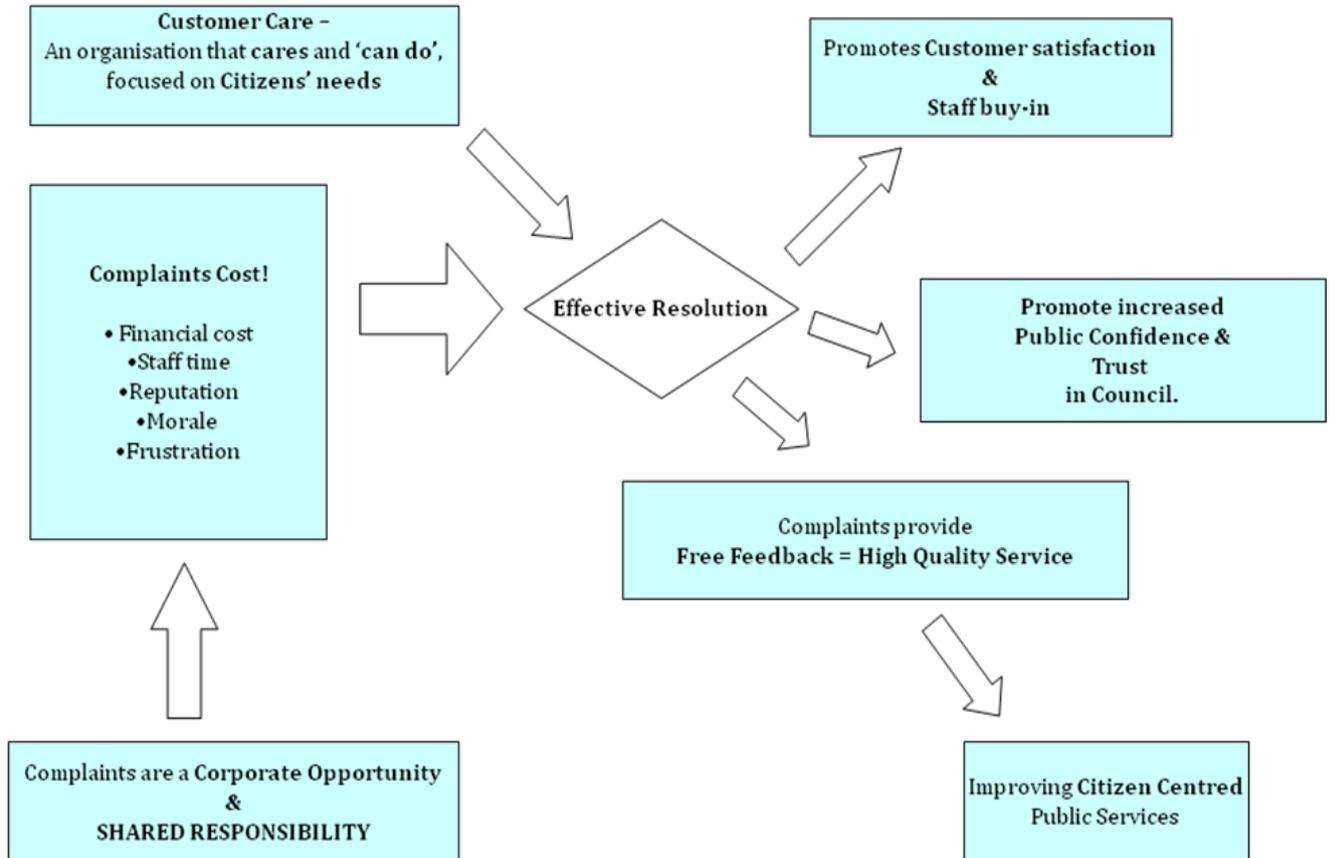
enhance the Council's reputation. In order to achieve this, the Council will have to embrace the corporate ownership of complaints management, as something essential to our services, by introducing processes that shift focus towards the needs of the public and prompt, effective resolution of their concerns.

9. The new system of complaints management will ensure that complaints are resolved cost effectively, investigated well and reassure staff and public alike.
10. Commissioner Mick Giannasi has commented that the successful implementation of the Complaints Policy will facilitate greater community engagement, which has been identified as a significant goal for the Council.
11. County Councillor John Chorlton, Shadow Portfolio Holder, has expressed support for the project and considers that this is an important opportunity to effect real change in the public perceptions of the Council.

3 'Signposting'

12. The project will also provide an opportunity to establish procedures to facilitate formal contact between Members and Services in order to assist them in their constituency role; this is known as 'Signposting'.
13. A report on the matter was submitted to the Standards Committee by Beryl Jones, Customer Care Officer in March 2011. Signposting will involve the designating of a number of staff within services to act as key contacts for Members in respect of their constituency enquiries, from receipt of the enquiry to its conclusion.

Complaints and Service Improvement: Key concepts



Enclosure 1.

The approach to effective complaints management as outlined in the Model Concerns and Complaints policy.

