

REFERENCES FROM OVERVIEW & SCRUTINY

Final recommendations from the Customer & Community Scrutiny Panel Task & Finish Group on Complaints

As approved by the Panel on 1st February 2023

Resolved – That the report be noted and that the following Recommendations be endorsed:

- 1:** Move to a 2-stage corporate complaint process with extended timescales at each of the two stages, as set out in paragraphs 2 and 3 on page 95 of the Task & Finish Group report;
- 2:** Introduce accessibility of different languages on the council's website reflective of the ethnic makeup of the borough, to make it easier for customers to access services and navigate information relating to service requests;
- 3:** Make the online complaint page more robust;
- 4:** Encourage officers to use various communication methods when investigating complaints;
- 5:** Strengthen the learning and improvements captured through complaints and ensure that these are incorporated in all future complaints' reports;
- 6.** The complaints team should log and monitor improvement actions relating to upheld complaints and that quarterly reports be submitted to Directorate Leadership Teams and the appropriate Commissioner, with an escalation to the Corporate Leadership Team for any persistent outstanding actions.