

**COMPLAINTS AND FEEDBACK**

**REPORT OF THE HEAD OF LAW AND GOVERNANCE**

**1. PURPOSE OF THE REPORT**

- 1.1 To receive a presentation regarding complaints and feedback received by the council during 2012-13
- 1.2 Margaret Douglas, Complaints and Feedback Team Manager and colleagues will be in attendance at the meeting to provide Members with information and progress.

**2. BACKGROUND**

- 2.1 The council is committed to listening to those who use its services, and learning from complaints and feedback in order to improve those services.
- 2.3 This report presents an overview across the full range of complaints and feedback received by the council following the creation of a single council complaints and feedback service.
- 2.2 In view of the importance to the council of ensuring an appropriate response is provided to all aspects of customer dissatisfaction it is timely for the Committee to receive an overview of complaints received across all council services.

**3. CURRENT POSITION**

- 3.1 In late 2011, as part of its broader reorganisation of service arrangements, the council established a central team charged with managing the council's response to complaints and feedback received from members of the community, local business and service users.
- 3.2 The team manages the three council complaints procedures; the council's corporate procedure, and the two statutory procedures for responding to complaints about services for children, and health and social care complaints.
- 3.3 The team is now well-established and in a position to report to Members on the key themes emerging from customer feedback, and to work with Members to highlight those areas where action on feedback may assist in improving the council's services to its communities.

## 4 RECOMMENDATION

- 4.1 The Scrutiny Committee is recommended to consider and comment on the information provided regarding complaints and feedback received.

---

**Contact Officer:** Rhiannon Hood, Assistant Head of Law and Governance  
0191 561 1005  
Rhiannon.hood@sunderland.gov.uk