

COMPLIMENTS, COMPLAINTS AND FEEDBACK ANNUAL REPORT 2019/20

1. PURPOSE OF THE REPORT

- 1.1 To provide the Committee with information regarding compliments, complaints and feedback received by the council.

2. BACKGROUND

- 2.1 The council is committed to listening to those who use its services and learning from complaints and feedback to improve those services.
- 2.2 This report is the Annual Report for the financial year April 2019 – March 2020 and presents an overview across the full range of complaints and feedback received by the council.
- 2.3 Unfortunately, due to the timings of the committee it has not been possible to present a separate report covering Quarter 4 (January – March 2020). Information about Quarter 4 has been incorporated into the Annual Report.
- 2.4 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 It was agreed that following the presentation of the Annual Complaints and Feedback Report, further quarterly reports would be brought to Scrutiny Coordinating Committee. This would ensure Members were provided with the most current information available, to allow for the monitoring of themes and trends in a timely manner.

4 RECOMMENDATION

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

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