

COMPLIMENTS, COMPLAINTS AND FEEDBACK QUARTER 1 APRIL – JUNE 2020

REPORT OF THE HEAD OF LAW AND GOVERNANCE

1. PURPOSE OF THE REPORT

- 1.1 To provide the Committee with information regarding compliment, complaints and feedback received by the council.
- 1.2 Liz St Louis, Assistant Director of Digital and Customer Services, 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 to improve those services.
- 2.2 This report covers Quarter 1 of the financial year (April – June 2020) and presents an overview across the full range of complaints and feedback received by the council.
- 2.3 The report also contains information on the Local Government and Social Care Ombudsman's Annual Review Letter to the council.
- 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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