

COMPLAINTS AND FEEDBACK ANNUAL REPORT

REPORT OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES

1. PURPOSE OF THE REPORT

- 1.1 To provide the Committee with information regarding compliment, 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 the actual report will need to be sent under separate cover.
- 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. RECOMMENDATION

- 3.1 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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