

COMPLAINTS AND FEEDBACK

REPORT OF THE HEAD OF LAW AND GOVERNANCE

1. PURPOSE OF THE REPORT

- 1.1 To provide the Committee with information regarding complaints and feedback received by the council.
- 1.2 Rhiannon Hood, Assistant Head of Law and Governance, 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 for the council year 2015 - 16.
- 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 The Annual Complaints and Feedback Report for 2014-15 was presented in January 2016, when Members asked to be provided with regular reports so they can monitor themes and trends in complaints and feedback in a timely manner. It was agreed that arrangements for annual reporting be altered to facilitate this and that in future the Annual Report will be presented to the June meeting of the Scrutiny Coordinating Committee. Following presentation of the Annual Report, further quarterly reports will be brought to Scrutiny Coordinating Committee to ensure Members are provided with the most current monitoring information available.
- 3.2 This is the first Annual Report to be presented to a June meeting of the Scrutiny Coordinating Committee.

4 RECOMMENDATION

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

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