

Report Title:	Complaints Process after 3 April 2017
Contains Confidential or Exempt Information?	NO
Member reporting:	Councillor Hill, Lead/Principal Member for IT and Customer and Business Support
Meeting and Date:	Corporate Overview and Scrutiny Panel - 15 March 2017
Responsible Officer(s):	Andy Jeffs, Interim Director of Operations and Customer Services and Jacqui Hurd, Head of Library and Resident Services
Wards affected:	All

REPORT SUMMARY

1. This report explains the process of the complaints management and monitoring after the 3 April 2017 for partnership working with Optalis, Achieving for Children and Volker.

1. DETAILS OF RECOMMENDATION

RECOMMENDATION: That Corporate Overview and Scrutiny Panel notes the report and complaints process.

2. BACKGROUND

- 2.1 In April 2015 the complaint functions for both the statutory Adults and Children and corporate were brought together into one team to provide resilience and consistence across all directorates.
- 2.2 The formal Corporate Complaints policy was revised and published in October 2016 detailing specifically what a complaint is and reducing the stages from three to two before residents can escalate to the Local Government Ombudsman. Both the statutory and formal corporate complaints policies were brought together into a single document for ease, referenced in the background section.
- 2.3 Prior to the single team, the feeling was that the council did not take complaints raised seriously and that they were not responded to, or if they were not all the issues were addressed often resulting in senior officers, members and MP's being involved with residents frustrations multiple times.
- 2.4 In December 2016 the online complaints system was launched with residents for the first time being able to log and track their complaint online and various templates are now used to ensure that all complaint elements are individually captured and responded to and a decision made as to whether it is upheld (fully or partially).
- 2.5 From April 2017 the council moves into the implementation stage of delivering services through partners so it is essential that we maintain visibility of how any complaints made will be processed. Three services that will be delivered through partnership arrangements are Adult and Children Social Care through Optalis and Achieving for Children respectively and Highways through Volker.
- 2.6 The statutory complaints role for Adult and Children's is being retained by the council so that the improvements and resilience created remain and the complaints team will continue to support in exactly the same way as they do now.. Appendix 1 is a flowchart detailing the revised complaints process for Adults and Appendix 2 is a flowchart that details the revised process for Achieving for Children and Appendix 3 is a flowchart that details the revised process for Highways.
- 2.7 Essentially the change is, if a compliant is made direct to our partners, they are required to pass on to the complaints team within two working days for the team to then start to work on clarifying the complaint elements.
- 2.8 Ensuring all complaints are centrally monitored and recorded is a must to allow comparable accurate data and to monitor quality with the ambition to continually improve services from the learning understood as a result of complaints being received.
- 2.9 An annual report for Adult and Children's and Formal Corporate complaints performance for 2017-17 will be presented to Cabinet in May/June 2017.

3. KEY IMPLICATIONS

3.1 Not applicable

Table 2: not applicable

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery

4. FINANCIAL DETAILS / VALUE FOR MONEY

4.1 No financial implications

Table 3: Financial impact of report's recommendations

REVENUE	2016/17	2017/18	2018/19
Addition	£0	£0	£0
Reduction	£0	£0	£0
Net impact	£0	£0	£0

CAPITAL			
Addition	£0	£0	£0
Reduction	£0	£0	£0
Net impact	£0	£0	£0

5. LEGAL IMPLICATIONS

5.1 None

6. RISK MANAGEMENT

6.1 Failing to fully investigate, respond and remedy complaints correctly and quickly results in an increase in dissatisfaction and residents complaining to the Local Government Ombudsman.

Table 4: not applicable

Risks	Uncontrolled Risk	Controls	Controlled Risk

7. POTENTIAL IMPACTS

7.1 Not applicable

8. CONSULTATION

8.1 Not applicable

9. TIMETABLE FOR IMPLEMENTATION

9.1 Not applicable

10. APPENDICES

- 10.1 **Appendix 1 – Flowchart of the Adult Service complaints process after 3 April 2017**
Appendix 2 – Flowchart of the Children Services complaints process after 3 April 2017
Appendix 3 – Flowchart of the Corporate complaints process after 3 April 2017

11. BACKGROUND DOCUMENTS

- 11.1 The Royal Borough's complaints policy and procedure
https://www3.rbwm.gov.uk/downloads/download/433/complaints_policy_and_procedure

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Commented & returned
Cllr Hill	Lead Member	7 March 2017	
Andy Jeffs	Strategic Director	7 March 2017	

REPORT HISTORY

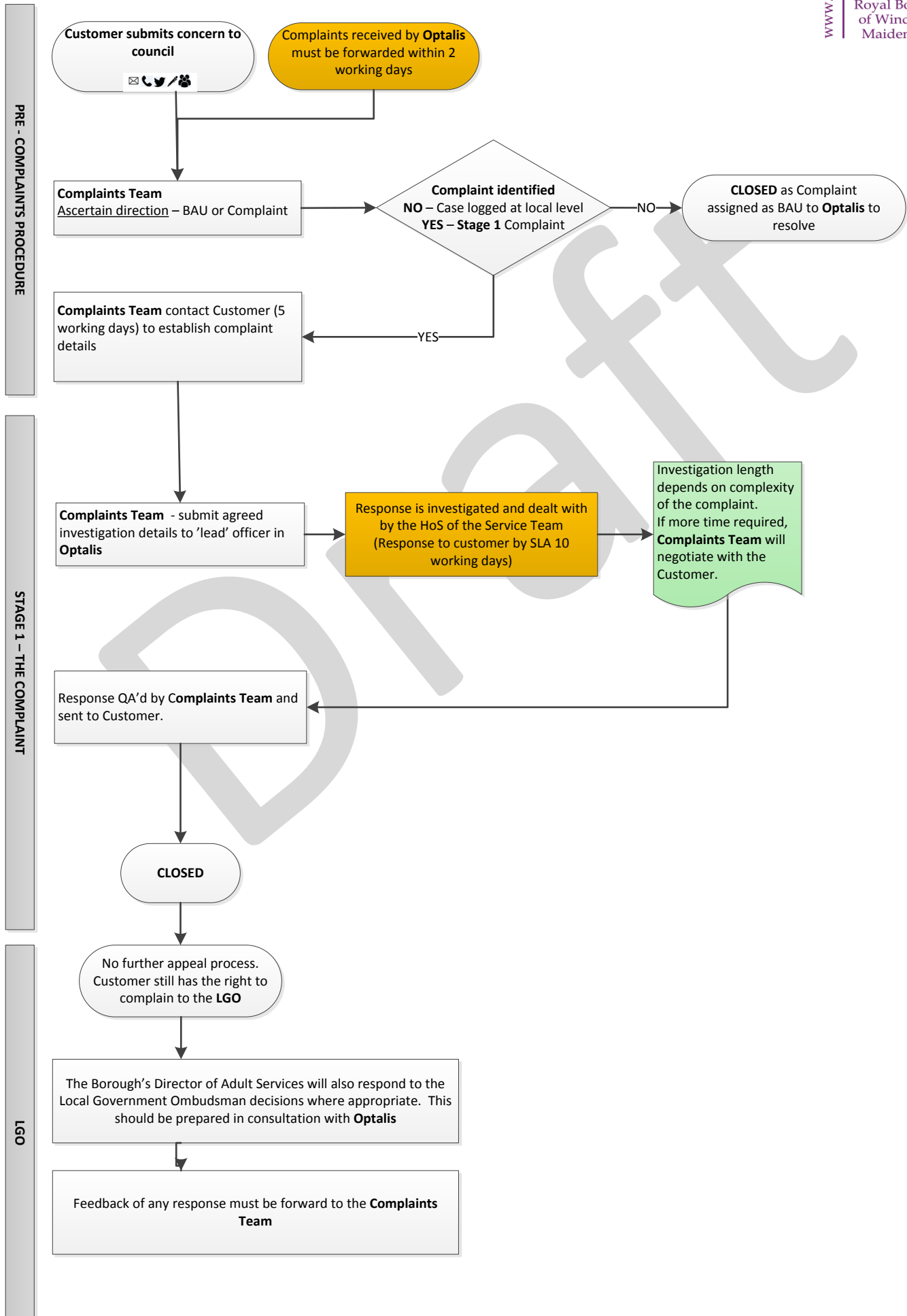
Decision type: For Information	Urgency item? No
Report Author: Jacqui Hurd, Head of Library and Resident Services	

Amended from 3rd April 2017

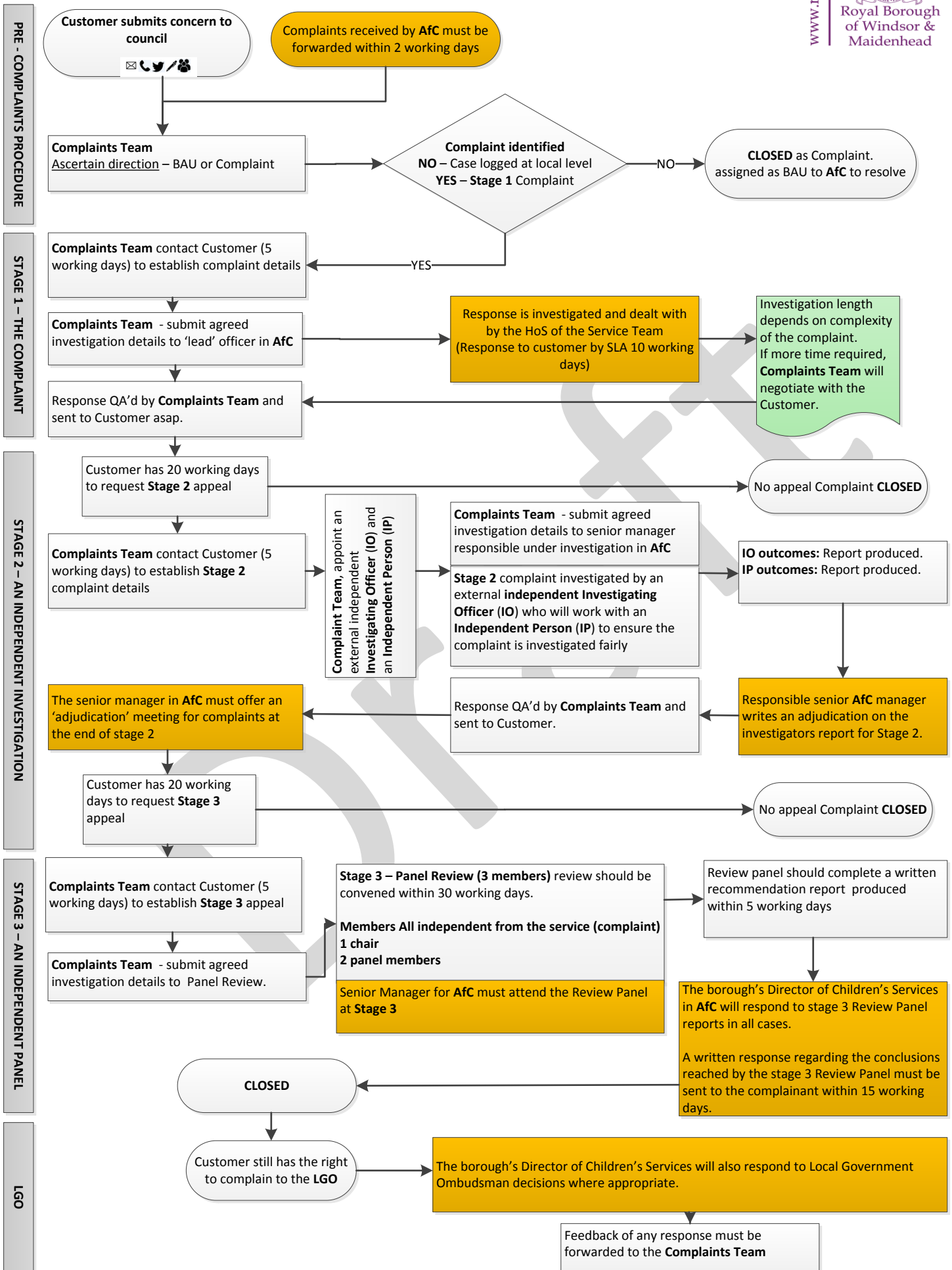
ADULT SERVICES Complaints Policy 1st October 2016

(Statutory, 1 Stage) Complaint must be made within 12 (twelve) calendar months of failure.

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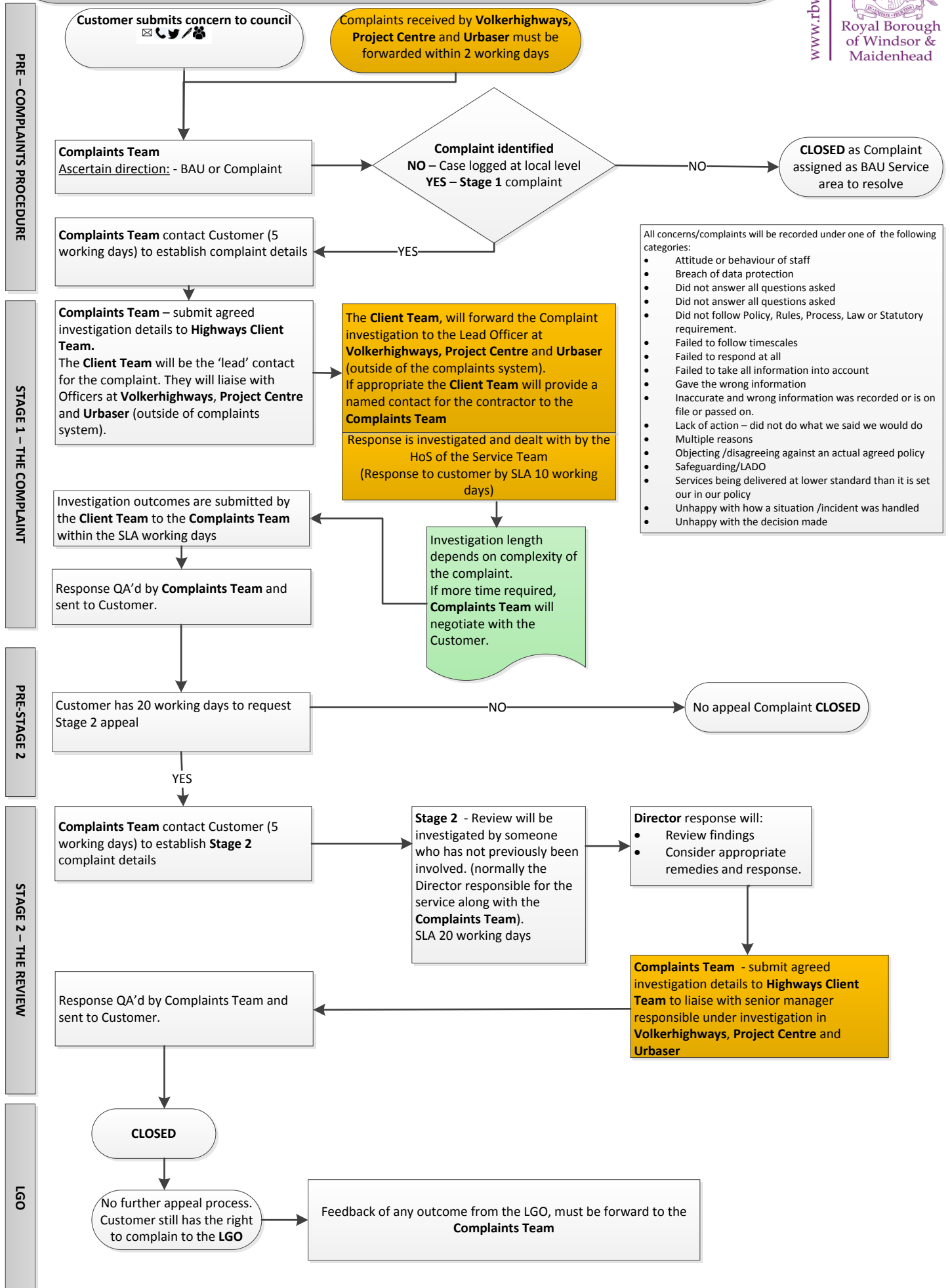
Amended from 3rd April 2017
CHILDREN'S SERVICES Complaints Policy 1st October 2016
 (Statutory, 3 Stages) Complaint must be made within 12 (twelve) calendar months of failure.



Amended from 3rd April 2017 FORMAL CORPORATE Complaints Policy 1st October 2016

(Discretionary, 2 Stages) Complaint must be made within 6 (six) calendar months of the failure.

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- All concerns/complaints will be recorded under one of the following categories:
- Attitude or behaviour of staff
 - Breach of data protection
 - Did not answer all questions asked
 - Did not answer all questions asked
 - Did not follow Policy, Rules, Process, Law or Statutory requirement.
 - Failed to follow timescales
 - Failed to respond at all
 - Failed to take all information into account
 - Gave the wrong information
 - Inaccurate and wrong information was recorded or is on file or passed on.
 - Lack of action – did not do what we said we would do
 - Multiple reasons
 - Objecting /disagreeing against an actual agreed policy
 - Safeguarding/LADO
 - Services being delivered at lower standard than it is set out in our policy
 - Unhappy with how a situation /incident was handled
 - Unhappy with the decision made