

AGENDA MANAGEMENT SHEET

Name of Committee Resources, Performance And Development Overview And Scrutiny Committee

Date of Committee 09 January 2007

Report Title Half year complaints report 2006-2007

Summary This report summarises the action taken in respect of complaints received by the Performance and Development Directorate in the half year April to September 2006

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Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s) n/a
- Other Elected Members
- Cabinet Member Councillor Peter Fowler
- Chief Executive
- Legal Strategic Director of Performance and Development (comments included)
- Finance
- Other Chief Officers
- District Councils
- Health Authority

Police

Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

Agenda No

Resources, Performance and Development Overview and Scrutiny Committee - 09 January 2007.

Performance and Development Directorate – half-year complaints report 2006-2007

Report of the Strategic Director of Performance and Development

Recommendation

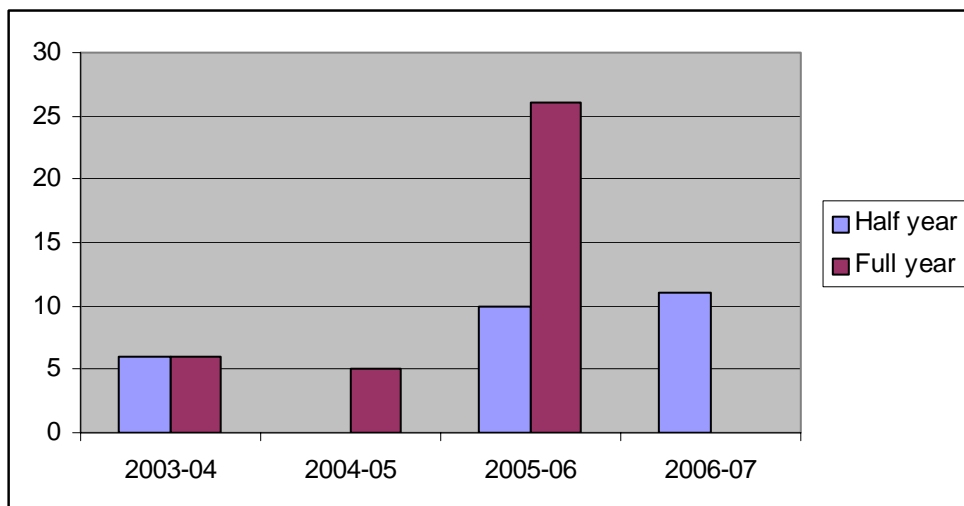
That the Committee notes the complaints received by the Performance and Development Directorate and the remedial action undertaken

1. Introduction

Within the Performance and Development Directorate, the Directorate Complaints Officer collects complaints data from each division every quarter. This data is then passed to the Corporate Complaints Officer to report to Members. Examples of where complaints information has led to changes or improvements in services are also reported.

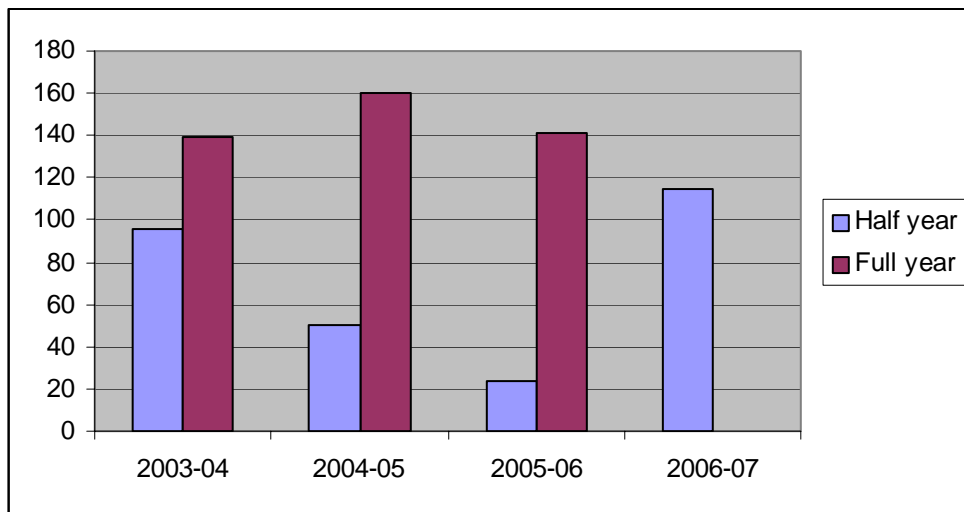
2. Complaints Analysis

Below is complaints data for the past three years (as it related to the former Chief Executive's department):



In the half-year to September 2006, 11 complaints were received, relating to the Registration Service. All 11 complaints received were dealt with within 7 working days. To rectify the complaints, a portable air conditioning unit was installed in the office where the complaints related to the high temperature. Where the complaints related to staff attitude, letters were sent to dissatisfied customers and complaints were resolved through excellent customer care and staff training/awareness. Full year complaints figures will be reported in June 2007.

The graph below shows the number of compliments received over the last three years. It can be seen that compliments significantly outnumber complaints.



DAVID CARTER
Strategic Director of
Performance and
Development

Shire Hall
Warwick

13 December 2006