

AGENDA MANAGEMENT SHEET

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

Date of Committee 19th June 2007

Report Title Invitation to Shape the Review and Development of the New Corporate Complaints Policy, Procedures and Strategy

Summary This Committee is invited to nominate representatives to engage in the review and development of the corporate complaints policy, procedure and strategy.

For further information please contact: Karen Smith
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Would the recommendation decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s) XXX
- Other Elected Members
- Cabinet Member
- Chief Executive
- Legal
- Finance
- Other Chief Officers
- District Councils

Health Authority

Police

Other Bodies/Individuals

FINAL DECISION NO

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 There will be a consultation programme with all other key stakeholders

Agenda No

Resources, Performance and Development Overview and Scrutiny Committee - 19th June 2007.

Invitation to Shape the Review and Development of the Corporate Complaints Policy, Procedures and Strategy

Report of the Strategic Director of Performance and Development

Recommendation

Committee are asked to:

- Endorse the proposal to invite Members of this Committee to participate in the review and development of the corporate complaints policy, procedure and strategy
- Consider suggested membership of the Group
- Nominate Members to participate

1. Background

This Committee was advised in February that a full-scale review of the current corporate complaints procedures was planned for later in 2007.

This project will aim to achieve the following objectives:

- Complete a comprehensive review of the current complaints procedures
- Deliver a revised policy, strategy and procedure
- Recommend suitable processes and systems to embed the new procedures in all Directorates.

Key changes we aim to achieve include:

- Improved clarity and accessibility for customers
- Improved clarity and more effective processes for staff
- Improved consistency in recording
- Better fit with council's vision for the future
- More effective data analysis and increased impact on performance improvement

Members are key stakeholders in this review.

2. How the Project will be Managed

The project will be managed using the PRINCE2 methodology, and will report to the Customer Service and Access Programme Board. Key stakeholders will be actively engaged in consultation throughout the project. The new policy, procedures and strategy will need formal approval by Strategic Directors' Management Group and Cabinet by the end of 2007, and the aim is to implement the new procedures from 1st April 2008.

3. Suggestions for Member Involvement

To support the Project Team, key stakeholders are being asked to consider how they would like to contribute to the project. It is proposed that this Committee convene a small group of Members for the duration of this project. Suggested membership would be the Portfolio Holder, the Committee Chairperson, and 2 further members of the Committee.

The key objective of the Group would be to ensure that the review includes effective consideration of:

- The views and wishes of citizens about how their complaints and concerns are handled
- How to support councillors in their role as advocates for citizens who wish to complain,
- How councillors can more meaningfully engage in the scrutiny of how this Council listens to and responds to issues raised by our citizens, ensuring that Cabinet are aware of key messages and themes arising

Bi-monthly meetings would ensure regular engagement with Member representatives and ensure effective ongoing consultation through the project.

Recommendation

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DAVID CARTER
Strategic Director of
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24 May 2007