

**EX126. Scrutiny Committee – 9 March 2017  
Scrutiny Panel – Complaints Outcome**

The Executive considered a report by the Director of Corporate and Housing Services presenting recommendations from the Scrutiny Committee.

On 9 March 2017, following a Scrutiny Panel review of the Council's complaints process, the Scrutiny Committee agreed a number of recommendations (ref S36) for consideration by the Executive.

The panel's report to the Scrutiny Committee was provided for reference.

Councillor Bird, as chair of the scrutiny panel, summarised the key findings of the panel.

**Decision**

**The Executive agreed:-**

- (1) that a quarterly performance report for complaints will be produced including the number of complaints, types of complaints by Service, what we do to improve, emerging trends and outcomes of complaints to the SPSO;**
- (2) that reports to the Performance Panel should be reviewed to provide a summary of the information set out in clause 1 above;**
- (3) that the Council's annual complaints report will be expanded to include information about Service complaints trends and note that the SPSO commended the report as one of the best produced by Councils;**
- (4) to ensure that all expressions of dissatisfaction are recorded as complaints in line with our policy, rather than as requests for service, for example missed bins;**
- (5) that training is provided for Members on the complaints procedure as part of their induction training. This would include advice about unacceptable behaviour, aligned to the training they are given on lone-working and risk management as part of the process;**
- (6) to publicise positive examples of learning from complaints using our You Said, We Did framework;**
- (7) to continue to participate in the work of the Local Authority Complaints Network which looks at common issues, benchmarking and areas for improvement;**
- (8) to review complaints data for each area and community as part of our approach to locality planning;**

- (9) to work with the SPSO/Complaints Standards Authority to help them pilot their complaints improvement framework:**
- (10) to review the internal mechanisms for reporting upheld SPSO complaints to Members, and**
- (11) more generally, that complaints should be seen as part of the performance and improvement framework.**