


 **Report of:** Chief Executive


 Standards Committee


 **Date:** 5<sup>th</sup> September 2008  **Report No:**


 **Title of Report :** Quality Improvement System – Analysis of Corporate Complaints


### Summary and Recommendations


 **Purpose of report:** To provide information in respect of the Council's complaints procedure


 **Key decision:** No


 **Portfolio Holder:** Councillor Oscar van Nooijen

 **Deputy Responsibility:** N/A

 **Ward(s) affected:** All

 **Report Approved by:** William Reed, Democratic Services Manager

 **Policy Framework:** Corporate Governance

 **Recommendation(s):** The Committee is asked to note and comment on the report

### Introduction

1. Since 2006, Committee has received a report on complaints monitoring and overseeing twice yearly
2. The reports have analysed complaints received by the Council at the various stages of its complaints procedure. Committee is reminded that recording and monitoring of complaints at Stages 1 and 2 of the procedure is the responsibility of the individual Heads of Service. The Chief Executive and Directors consider Stage 3 complaints.

3. Committee was due to consider a report that provided statistical information and analysis of complaints received and determined by the Council during 2007/2008, and comparative data for 2004/2005, 2005/2006 and 2006/2007.

### **Production of Statistical Information**

4. Unfortunately, it has not been able to produce data for Stage 1 and 2 complaints in respect of the second half of 2007/2008 in the same format as previously because of administrative difficulties. However, details of the number of complaints received by Oxford City Homes, Environmental Development and City Works, three of the Council's key front line services is provided for Committees information, as follows:
  - a) City Works 3,039 (1/4 - 30/9) + 1,771 (1/10 - 31/3) = 4,810 (8,919 - 07/08)
  - b) Oxford City Homes 275 + 241 = 516 (648)
  - c) Environmental Health 6 + 8 = 14 (7)
5. An analysis of Stage 3 complaints and cases referred to the Local Government Ombudsman for investigation are included in Appendix 1 and 2 respectively.

### **Senior Management Restructure**

6. Committee is further reminded that the Council's senior management structure, which took effect this year, has meant that business units against which complaints were analysed have been replaced by service areas. Therefore, with effect from 1<sup>st</sup> April 2008, it will not be possible to compare complaint data from previous years between the former business units and all the new service areas.

### **Customer Relationship Management (CRM)**

7. Committee may be aware that as part of its commitment to improving services to its many customers, the Council is in the process of introducing a Customer Relationship Management (CRM) system across all of its service areas by a way of a phased implementation programme. Implementation is currently underway in Oxford City Homes, and will then be rolled out to City Works and Customer Services later this year. The Council's remaining service areas will then follow.
8. The introduction of the CRM will afford the Council an opportunity to review fundamentally how it handles and monitors all feedback that it receives, including complaints. The requirements of this Committee will be considered when the nature and extent of feedback monitoring reports are determined.

## **Interim Arrangements**

9. In the meantime, until the new arrangements are in place and are fully operational, Committee will be kept informed of any significant trends with regard to complaints and the action taken as a result.

## **Independent Audit of Business Unit (Service Area) Complaints**

10. At its meeting on 24<sup>th</sup> April 2008, Committee asked me to consider an independent audit of business unit (now service area) handling of complaints. I will examine the feasibility of such an audit as part of the overall review of complaints handling.

## **Conclusions and Recommendation**

11. Committee is asked to note the contents of this report and to indicate the type of monitoring information it would like to receive in future.

 **Signature and contact details of author:** Michael Newman, Corporate Secretariat Manager

 **Background papers:** None