

Agenda Item 3

Questions to the City Executive Board on Item 7 Revised Organisational Development Strategy

Questions from Nigel Gibson

Answers from Simon Howick, Head of Human Resources and Facilities

Officer's preamble

The Organisational Development Strategy under consideration at the City Executive Board sets out how the Council will continue to build on the good work it has done in developing employees and managers capability, skills, resilience and well-being. The questions below relate to disciplinary and complaints procedures which are different from the Organisational Development Strategy.

1. Is it considered acceptable for council officers to verbally abuse members of the public?

No

2. Assuming it is not acceptable for council officers to verbally abuse members of the public, what is the sanction the council would impose on a council officer for this behaviour?

Each case would be judged on its own merits and if proven and depending on the circumstances the Council could impose a variety of things including a disciplinary sanction, ranging from informal warning to dismissal

3. Is it considered acceptable for council officers to physically attack members of the public when there is evidently no threat to either the council officer concerned or anyone else?

No

4. Assuming it is not acceptable for council officers to physically attack members of the public, what is the sanction the council would impose on a council officer for this behaviour?

Each case would be judged on its own merits and if proven this would likely result in dismissal

5. How does this strategy apply to third parties employed by the Council for the provision of council services?

The Organisational Development Strategy does not apply to third parties contracted by the Council for provision of Council services. Fusion Lifestyle have disciplinary procedures under their Employee Relations policy which are similar to the Council's.

6. Does the Council endorse and find acceptable the practice of Fusion Leisure to not have a formal complaints procedure in relation to behaviour of their employees towards members of the public?

Fusion Lifestyle have a formal complaints procedure. Where a complaint cannot be resolved at the time, it can be referred to the facility Customer Relations Manager or General Manager. The procedure then follows an escalation process if the customer remains dissatisfied. Complaints can be reported in person or by telephone, through Fusion's customer feedback forms in facilities or on-line at feedback.fusion-lifestyle.com