

COMPLAINT PERFORMANCE REPORT 2020/21

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive presenting the council's complaint annual report 2020/21 and providing detailed analysis of council-wide complaints closed during 2020/21.

The difference between the council's complaints process and enquiry process was explained; members were assured that enquiries were examined in terms of being consistent with complaints received from service users. Officers also agreed to raise the matter of services' approach to complaints with the Corporate Complaints Steering Board with a view of inviting the manager of an appropriate service to a future meeting of the Performance Committee to discuss their approach to complaints.

It was recommended that the committee:

1. Note the council's annual Complaint Performance Report 2020/21;
2. Note the corporate and service complaint performance against the standards outlined in the council's complaint handling procedure; and
3. Continue to monitor complaint performance and request additional information from services as required.

Decision

To note the terms of the report.