

### COMPLAINT PERFORMANCE REPORT QUARTER 2:2021/22

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive providing the quarterly analysis of closed complaints in in Quarter 2: 2021/22.

During discussion, members requested additional details regarding complaints about Housing, Customer and Building Services communications and repairs. Officers clarified that there was a discrepancy between the service's work and the public's perception in that the service was working through a backlog caused by Covid, whereas the public expectation was that normal service should have resumed. Officers also undertook to provide further details regarding decisions returned from the Scottish Public Services Ombudsman as discussed at the Partnership and Resources Policy Development and Scrutiny Panel.

It was recommended that the committee:

1. Note the corporate and service complaint performance against the standards outlined in the council's complaint handling procedure; and
2. Continue to monitor complaint performance and request additional information from services as required.

#### Decision

To note the terms of the report.