

ANNUAL COMPLAINT PERFORMANCE REPORT 2022/2023

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive presenting the council's annual Complaint Performance Report 2022/23.

During discussion, it was noted that the team was liaising with the corporate communications team in order to improve customer communication, which would help reduce some of the complaints by making customers aware of service delivery and upcoming changes over the calendar year. A range of communication methods were being planned with the corporate communications team to reach as many users as possible. It was noted that any changes implemented by the council generated more complaints and the council aimed to learn from experiences and improve its response, planning and communications.

Concerns were raised regarding the customer service helpline waiting times, especially over weekends, and officers undertook to liaise with the call centre team for more feedback on waiting times and any solutions to reduce them.

Ways that frontline staff was being supported to manage potential stress were then discussed.

In response to a question from members, officers advised that the council also had ways of recognition for staff achievements.

Finally, members thanked the team for its honest report.

It was recommended that the committee note the council's annual Complaint Performance Report 2022/23.

Decision

To note the terms of the report.