

Update on Implementation of Approved Recommendations Arising From Customer Complaints Scrutiny Review

Approved Scrutiny Recommendation	Update on Implementation as of November 2011
<p>i. To assist the public, policy to include a definition of a service request and a stage 1 complaint</p>	<p>Policy provides definition for a complaint.</p> <p>A complaint is:</p> <p><i>Any expression of dissatisfaction, however made, from a member of the public about the level or nature of a council service or policy, or the way in which the council's staff carry out their duties</i></p> <p>A complaint is not:</p> <p><i>A request for a service that is made for the first time. For example, if a customer complains that a streetlight is not working we will treat it as a service request that we aim to fulfil by repairing it within the service level agreement. If we then fail to repair it, and the customer is still unhappy, it should then be defined and treated as a complaint</i></p> <p>This is shown in policy document at section 2</p>
<p>ii. Service requests to be recorded, tracked and monitored by Directorates to allow for early identification of required service improvements, without being fed into the customer complaints data analysis and reports (see paragraph 11 of final report)</p>	<p>Policy provides a robust and consistent approach to recording / logging a customers dissatisfaction prior to raising a formal complaint. This means that service improvements/lessons learned can still be undertaken</p> <p>Dissatisfaction Prior To a complaint</p> <p>There will be occasions when a customer is dissatisfied with a service provision and will contact the council to make them aware of this. When this is the first time the council has been made aware of the problem, 'Front-line' staff who provide the service can generally deal with this quickly and satisfactorily. The member of staff should ensure that all steps are taken to resolve the persons concerns and record this on the</p>

	<p>appropriate file..</p> <p>If the complainant is not happy with the outcome at that point, it needs to be escalated into the complaints procedure</p> <p>This is shown in policy document at Part 2 Section 4 between the dealing with complaints section and Complaints Stages</p>
<p>iii. Wording of policy to be revised as follows:</p> <ul style="list-style-type: none"> • At Stage 1 to read ‘At this stage the line manager of the service will deal with a complaint and the complainant should be advised of the outcome within 10 working days or advised of any delay and when they can expect a full response, and what they can do if they remain dissatisfied at the end of Stage 1’. • At stage 2 to reflect that a complainant does not have to set out their complaint again at Stage 2 	<p>Policy wording revised to show that Line Manager at Stage 1 –</p> <p>‘At this stage the complaint will be logged on the system as a stage one complaint by the CFT staff. CFT will then acknowledge the complaint in writing to the customer and allocate to the appropriate line manager for action.’</p> <p>Updated policy wording on stage 2 –</p> <p>‘If the complaint is being progressed from Stage 1, the complainant will not have to set out their complaint again, but will only need to state what they remain unhappy or dissatisfied with following their Stage 1 response.’</p>

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iv. Removal of wording at Stage 3 – <i>‘or a member of staff independent of the service acting on the Director’s behalf’</i>	<p>This has been removed. Policy now reflects that the Centralised Feedback Team (CFT) has delegated authority.</p> <p>‘The CFT will be delegated the responsibility for investigating and responding to complaints at this stage, on behalf of the Director or chief executive so that the response is independent from service provision. However the team will liaise with senior managers in preparing and finalising their response.’</p>
v. CYC to investigate and provide relevant training for the different stages of complaint handling and investigation for key officers within the corporate complaints team and Councillors.	Customer Services Development Team trainers along with Manager of CFT are investigating training available as well as refreshing existing training guidance. Customer Services Operations Manager has updated and reissued logging and handling procedures and guidance to York Customer Centre staff.
<u>Scrutiny Comments on Update Received November 2011</u>	