
Customer and Corporate Service Scrutiny 22nd January 2018
Management Committee

City of York Council – Annual Complaints Report 2016 - 2017

1. Summary

1.1 This report provides Members with the annual reports covering April 2016 to March 2017 in respect of:

- Adults social care
- Children's social care
- Corporate complaint policy

1.2 It includes:

- Ombudsman investigations
- Performance levels
- Themes
- Costs of delivering the complaints service and procedures

2. Consultation

Not relevant for the purpose of this report.

3. Options

Not relevant for the purpose of this report.

4. Analysis

Not relevant for the purpose of this report.

5. Council Plan

5.1 The council's customer feedback and complaints policies and procedures offers assurance to its customers, employees, contractors, partners and other stakeholders that complaints are dealt with in accordance with legislation and regulations and confidentiality, integrity and availability are appropriately protected.

6. Implications

Relevant implications are set out in the body of the annex.

7. Risk Management

The council may face financial and reputational risks if complaints are not managed effectively. For example, the Ombudsman can find maladministration with injustice against the council, including awarding compensation to individuals.

The failure to identify and manage complaints appropriately may diminish the council's overall effectiveness.

8. Recommendations

Members are asked:

- To note the performance levels.
- To note how the Monitoring Officer and Customer Feedback Team will report Ombudsman cases going forward
- To note the ongoing work required to ensure the Council meets its responsibilities under the relevant legislation for adults and children social care complaints and the corporate complaints policy and procedures.

Reason: To inform Members of the Council's complaints policy and procedures.

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Report
Approved



Date 10th January
2018

Wards Affected: List wards or tick box to indicate all

All

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For further information please contact the author of the report

Annexes

Annex 1 – City of York Council Annual Complaints Report 2016 -2017

Background Information

Not applicable