

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

Approved Scrutiny Recs	Update on Implementation as of November 2011	Update on Implementation as of July 2012
<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 &amp; consistent approach to recording / logging a customer's dissatisfaction prior to raising a formal complaint. This means service improvements /lessons learned can still be undertaken</p> <p><b>Dissatisfaction Prior To a complaint</b></p> <p>There will be occasions when a customer is dissatisfied with a service provision &amp; will contact the council to make them aware. When this is the first time the council has become aware of the problem, 'Front-line' staff who provide the service can generally deal with this quickly and satisfactorily. Staff should ensure that all steps are taken to resolve the persons concerns and record this on the appropriate file. If the complainant is not happy with the outcome at that point, it needs to be escalated into the complaints procedure</p>	
<p>v. CYC to investigate &amp; provide relevant training for the different stages of complaint handling and investigation for key officers within corporate complaints team &amp; Cllrs.</p>	<p>Customer Services Development Team trainers along with Manager of CFT are investigating training available &amp; refreshing existing training guidance. Customer Services Operations Manager has updated &amp; reissued logging and handling procedures and guidance to York Customer Centre staff.</p>	
<p><b><u>Scrutiny Comments on Update Received November 2011</u></b></p>		
<p>Members agreed to sign off Recommendations (i), (iii) &amp; (iv) and requested a further update on those remaining in 6 months.</p>		