



OVERVIEW AND SCRUTINY BOARD

6 February 2019

Subject Heading:

Customer Complaints Topic Group

SLT Lead:

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Report Author and contact details:

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Policy context:

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The information presented will allow more effective scrutiny of issues via the establishment of a topic group.

Financial summary:

No impact of presenting of information itself which is for information/scrutiny only.

The subject matter of this report deals with the following Council Objectives

Communities making Havering
Places making Havering
Opportunities making Havering
Connections making Havering

[X]
[X]
[X]
[X]

SUMMARY

The Board will be asked to formally agree to the creation of a topic group to allow greater scrutiny of the customer complaints procedure.

RECOMMENDATIONS

1. The Board to agree to the formation of the topic group and to seek volunteers to participate on the topic group.
2. That an initial meeting of the topic group be convened with the objectives of agreeing the group's scope and meeting schedule for approval by the Board.

REPORT DETAIL

This report recommends the Overview & Scrutiny Board to agree to the formation of a topic group to allow greater scrutiny of the Council's customer complaints procedure.

Following previous discussions at meetings of both the Overview and Scrutiny Board and the Adjudication & Review Committee, Members and officers agreed that the current Customer Relationships Management (CRM) required some improvements and needed updating in order to provide a more accurate picture relating to customer and Councillor complaints and their resolution.

It has also been previously suggested that it would be useful if Members be involved in the process to seek new ways to improve the complaints reporting and resolution procedure. The most effective mechanism to facilitate this would be the establishment of a time limited topic group on this subject, under the auspices of the Overview and Scrutiny Board.

IMPLICATIONS AND RISKS

Financial implications and risks: None of this covering report.

Legal implications and risks: None of this covering report.

Human Resources implications and risks: None of this covering report.

Equalities implications and risks: None of this covering report.

BACKGROUND PAPERS

None.