

Adjudication & Review Committee

4 November 2014

**Regulatory Services
Complaint Handling**

Regulatory Services Comprises

- **Public Protection:**
 - Environmental Health
 - Licensing
 - Trading Standards
- **Planning Control & Enforcement**
- **Building Control**
- **Bereavement Services (Cemeteries and Crematorium)**
- **Registrars (Births, Deaths and Marriages)**
- **Development & Transportation Policy (Strategic)**
- **Emergency Planning & Business Continuity**

Complaint Routes

- Corporate Complaint System (CRM)
- Ombudsman
- Members

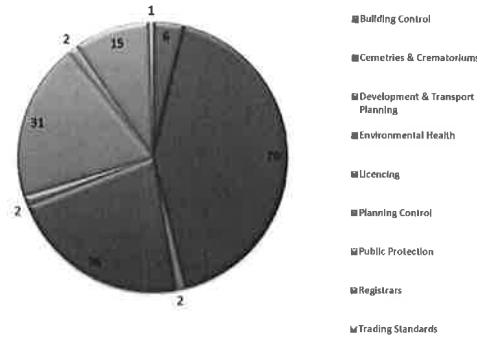
- Complaint stages – 1, 2 & 3
- Applies to all services
- Regulatory Services came into being in May 2013

Complaint Themes

- Dissatisfaction with Service level/quality
- Not done as much as complainant expects/ desires
- Disagreement with a decision
- Delay, speed, perceived bureaucracy
- Staff behaviour
- Messed up – apology due

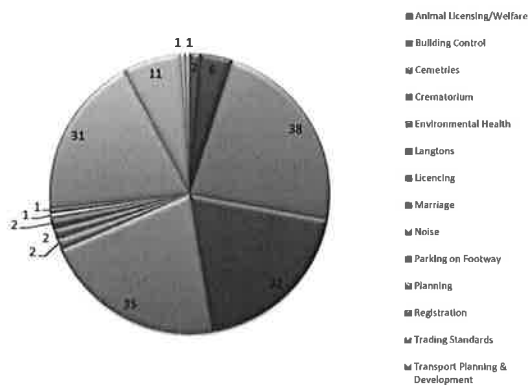
Regulatory Services Overview

- Stage 1 Complaints (Jun 13 – Sept 14)



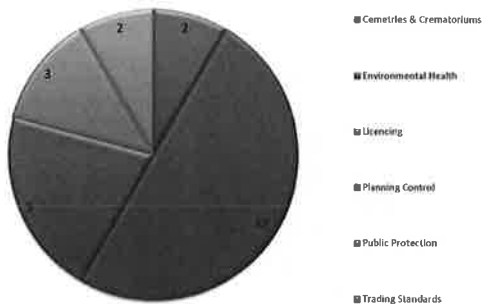
Regulatory Services Overview

- Stage 1 Complaints



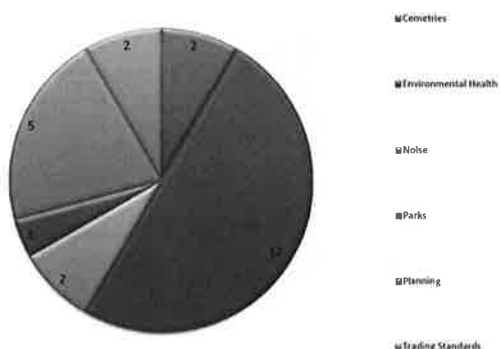
Regulatory Services Overview

- Stage 2 complaints (Jun 13 – Sept 14)



Regulatory Services Overview

- Stage 2 complaints (Jun 13 – Sept 14)

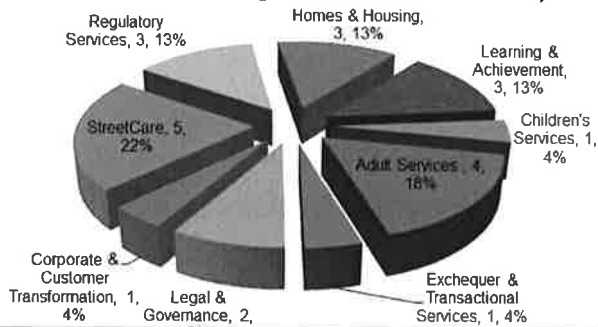


Regulatory Services Complaints

	Stage 1				Stage 2	Stage 3
	Number Logged	Completed In 10 days	Completed In 10 days (%)	Completed over 10 days	Number Logged	Number Logged
June 2013	22	19	86	3	4	
July 2013	10	9	90	1	4	
August 2013	14	11	79	3	3	1
September 2013	13	8	62	5		
October 2013	17	11	65	6		
November 2013	7	5	71	2	2	
December 2013	3	3	100	0		
January 2014	7	7	100	0		
February 2014	2	1	50	1	1	
March 2014	9	9	100	0		
April 2014	11	8	73	3	1	
May 2014	12	11	92	1		
June 2014	15	13	87	2	3	
July 2014	12	10	83	2	2	
August 2014	4	4	100	0	3	
September 2014	7	6	86	1	1	
Total	165	135	82	29	24	1

Ombudsman

Service Area Involvement - Total complaint elements from the LGO (whether investigated or not) to 30 September 2014: 23 (6 cases were brought forward from 2013/14)



Regulatory Services' 3 Service Principles

In any given case we expect RS staff to be :

- Professional
- Approachable
- *Outcome* rather than process focussed

Translating Principles to Complaint Handling (1)

- Some complaints derive from regulatory outcome, eg a planning decision
- Response:
 - Inform, explain, clarify
 - Review our generic advice
 - Usually not recorded initially as a complaint unless specific decision error or handling issue eg missed consultation

Translating Principles to Complaint Handling (2)

Approachability:

- Aim to nip in bud, eg call, visit , apologise eg Cems and Crems, EH, Planning
- Clarify basis of complaint
- Manage user expectations
- Be proportionate in response

Translating Principles to Complaint Handling (3)

Focus on **outcome** not process:

- Plain language including to assist Members
- Manage user expectations
- Give realistic resolution timeframes and parameters for what we can/can't do and why

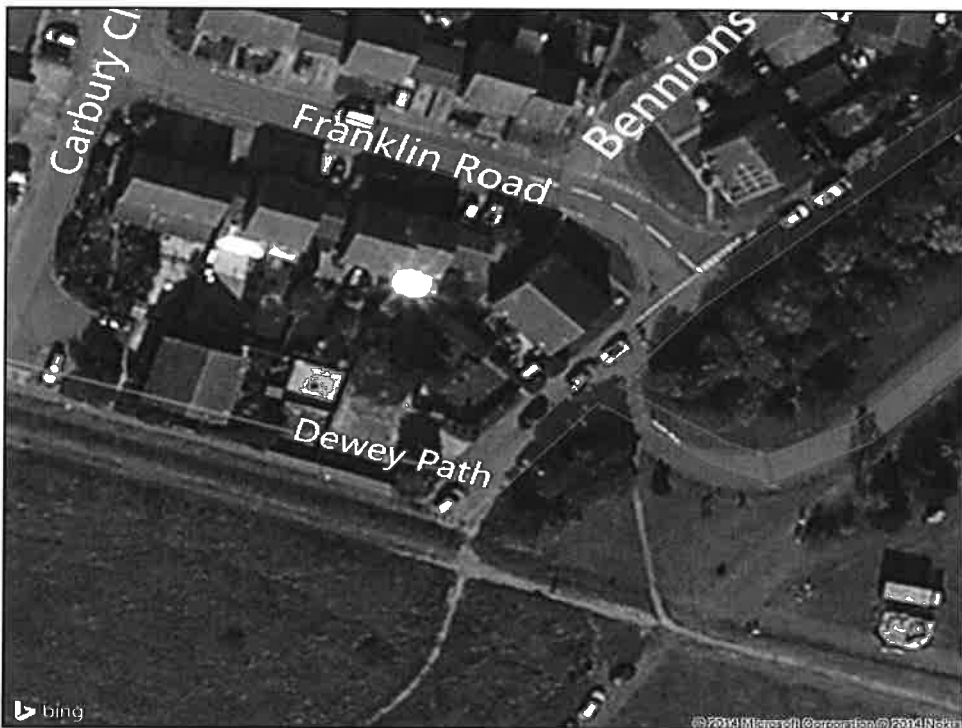
Translating Principles to Complaint Handling (4)

By the nature of what we do Regulatory Services complaints can be technically complex and time consuming:

- Gathering information, eg historical records
- Assessing site conditions
- Cross service liaison
- External agencies / crossover
- Spotting the seriousness early on
- Isolating key complaint contact within a group
- Persistent complainants
- Areas for interpretation and judgement

Complaints - 3 example cases

1. Simple, timely resolution
2. Middle range
3. Protracted - nature/ complexity/players





Learning from Complaints

- Share with staff member subject of complaint
- RS feedback complaint/compliment sessions
- High level sensitive, cross service complaints at Regulatory Services Management Team
- Cross service complaint protocol invoked 2014
- Team meetings and staff 1 to 1s
- Revise our processes/information

Compliments

Main themes:

- Staff going extra mile
- Achieving/resolving an issue
- Staff manner/helpfulness even where not achieved outcome were seeking
- Timeliness
- Professionalism
- Empathy

Questions