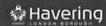


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Update on Revised Corporate Complaints Policy & Procedure

Adjudication and Review - 21st April 2015

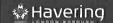
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Questions arising from the Review

- > What is our definition of a complaint?
- > How can we
 - > ensure robust complaint statistics?
 - > reduce duplication of complaints?
 - > improve the customer experience?
 - > get more right, first time, most of the time?
 - > reduce time through our complaint stages?
 - derive better learning from the process?
 - > reduce the cost to the Authority?



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All about improvement

- > Outcomes more than percentage to time
- > Do we make the most of free consultancy?
- > How can we gain from the real cost of complaints?
- > Can we reduce the cost of complaints?
- > Identifying weaknesses, trends, failings, good practise
- Customer expectation
- Council's reputation



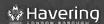
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Defining what is NOT a complaint

Issues present as complaints when they are better dealt with outside the complaints procedure.

Service failure: missed bin collection, streetlight out, pothole to report, repair needed. **REPORT IT** on line

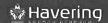
Enquiry: traffic excessive, request for new road markings, tap not working in Council house, noisy neighbours



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Reminder of our review

- ➤ Lack of clarity
- > Duplications of complaints
- > Recording of complaints
- Stages specified but not understood and no compliance
- ➤ Email bombardment
- Overall time taken from initial complaint to Members' Review
- > No systematic means of lessons learned

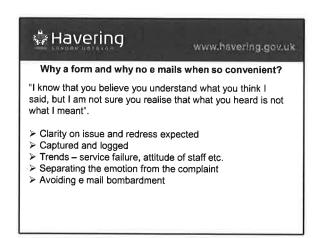


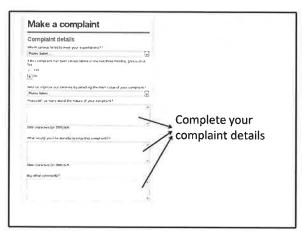
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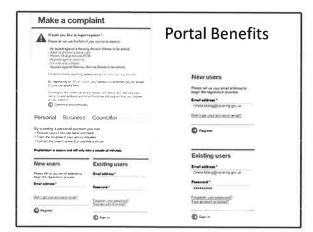
Definition of a Complaint

"... any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale."

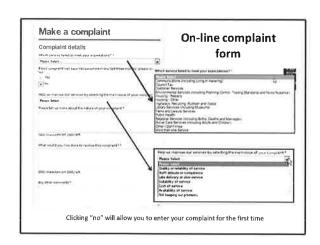
This includes service failures that have not been rectified **promptly** or are repeated failures.

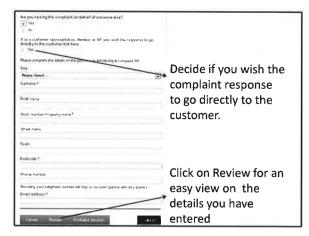


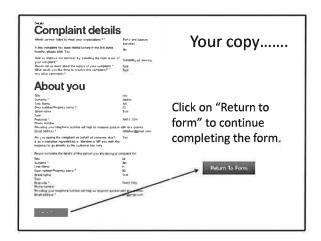


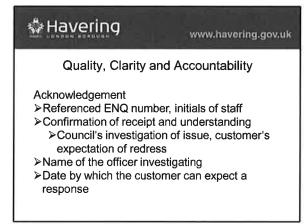


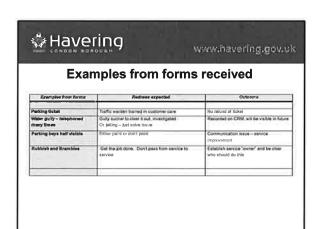


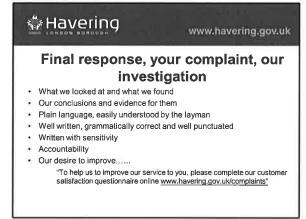


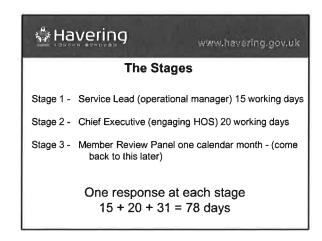












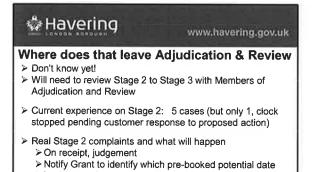
Management Information		- 10	www.havoring.anva	
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	By Excess Area	- 65		Named responder (in-ephysical
	My Tiges	-		Corty of littue
		- 101		Date of expected recurring
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	bial atitude or compelence	-6		
	Late delivery or slow service	-	Final response	What we boneful, what we bond
	Surability of service			Evidence for conclusions
	Cost of service			Frientienguage understood by laymen
	A remaining of service	-		Wormman glatter society correct wall principaled
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	By Head of Secure	- 60	Accountability	Logged on day 1
	By Service Area	- 10		Named staff on responses
	By Yepin	- 100		
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How did we receive this compliant?	Childre	- 11		Being half what happens need?
	Errat	-		That we cowned all your concerns?
	Cetter	- 100		The outcome tree?
	Telaphore	- 80		Our complaints process?
		-8		TO A CONTRACTOR OF THE PARTY OF
		Ü	Equal apportunity punisheronace	Do we discriminate because of our process?





Next Steps

- > Keep on top. Keep promoting. Raise expectation on staff. Promote on-line. Reinforce process. Train on quality.
- > Management information. What does it tell us?
- > Six week review with staff. Problems and how to resolve them.
- > Four six month audit of quality, compliance and accountability
- > Management review and action



> Look at previous paperwork, have we failed? Where

- have we failed? What should we do about it?
 > Do we have sufficient clarity
 > Do we know the customer's expectation
- Stage 3 what we think may happen

 > Stages 1 and Stages 2 should have clarity
 > No need for resubmitting the complaint
 > MRP date already in diaries
 > Dem Services notified on receipt of Stage 2 potential case
 > All information will be readily available to Members
 - > Members' Review of Stage 3, when we know:
 - ➤ the effect of Stage 2
 - > the numbers coming through
 - > how the timing works (31 calendar days)