

ADJUDICATION AND COMMITTEE

26 NOVEMBER 2016

Subject Heading:	Update on Corporate Complaints
CMT Lead:	Cheryl Coppel
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Policy context:	Corporate Complaint Policy and Procedure 1st April 2015
Financial summary:	There are no financial implications to this report.

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

Havering will be clean and its environment will be cared for	<input type="checkbox"/>
People will be safe, in their homes and in the community	<input type="checkbox"/>
Residents will be proud to live in Havering	<input checked="" type="checkbox"/>

SUMMARY

This report aims to update Members of Adjudication and Review on progress to secure improvements to corporate complaints arising from the revised Corporate Complaint policy and procedure that went live on 1st April 2015.

Whilst there will be a presentation at the meeting, this report attaches written information for Members to consider on complaint statistics, revised Member Review Panel procedure, lessons learned and next steps.

RECOMMENDATIONS

That the Committee **note**:

1. The Corporate Complaints Performance Statistics for quarter 2 (July – September 2015)
2. Future reporting on Local Government and Housing Ombudsman Statistics
3. Lessons learned from complaints
4. Member Review Panels - minor amendments to the process.

REPORT DETAIL

1. Introduction and background:

The Corporate Complaint policy and procedure changed on 1st April 2015. This report aims to bring together various aspects of dealing with corporate complaints and proposals for continued improvement. A presentation will be given at the meeting of Adjudication and Review on the background to this information, however there is written documentation attached as appendices. For ease of reading these are summarised below:

2. Corporate Complaints Performance Statistics:

The quarterly performance statistics for all complaints under the new procedure is attached as **Appendix 1**.

3. Proposed reporting on LGO and Housing Ombudsman statistics:

Information collected on Local Government Ombudsman and Housing Ombudsman cases will be available to Adjudication and Review at the quarterly meeting and a dummy of that information is attached as **Appendix 2**.

4. Members Review Panel procedure:

4.1 A proposal for minor amendments to the Member Review Panel is attached as **Appendix 3**.

4.2 In essence, the experience of MRPs has demonstrated that Members are usually able to determine the outcome of a complaint at a Member Review Panel. As only exceptions go to a full hearing, it is proposed to advise customers so there is less expectation they will be given a full hearing at Stage 3.

4.3 Additionally, it is proposed that the Member Review Panel meeting is separated into two stages to enable attendance of staff to clarify issues of procedure or Data Protection that are not obvious from any report. These staff will not take part in any discussion on the case itself and may be asked to leave once Members are clear they have the procedural information needed to deliberate on findings from the report.

5. Lessons Learned from Complaints:

A summary of lessons learned from various complaints from Stages 2, 3 and Ombudsman enquiries is attached as **Appendix 4**.

IMPLICATIONS AND RISKS

There are no financial, legal, human resource or equality implications or risks from this report.

BACKGROUND PAPERS

The Corporate Complaints policy and procedure may be found on the Internet and provides background to the information in this report.