



ADJUDICATION AND REVIEW COMMITTEE

23 FEBRUARY 2016

Subject Heading:	Update on Corporate Complaints
CMT Lead:	Andrew Blake-Herbert
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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 updates 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.

This report attaches written information for Members to consider on complaint statistics for Quarter 3, indicating performance on timeliness and quality.

RECOMMENDATIONS

The Committee to note:

1. The Corporate Complaints Performance Statistics for quarter 3 (October – December 2015)
2. The updated results following the quarter 3 Audit of complaints

REPORT DETAIL

The Corporate Complaints policy and procedures changed on 1st April 2015. This report aims to demonstrate the improvements being made to the Council's complaints handling process through audit results which show increased quality in responses and turnaround times. The written documentation attached as appendices can be summarised below:

Corporate Complaints Performance Statistics

The 3rd quarter performance statistics for all complaints under the new procedure is attached as **Appendix 1**.

Appendix 2 provides an easy view of complaints completed at Stages 1 and 2.

Audit of Complaints

The comparison of audit results for Quarters 1 and 2 with up-to-date data for Quarter 3, show considerable improvements across most service areas. This is attached as **Appendix 3**.

IMPLICATIONS AND RISKS

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

BACKGROUND PAPERS

None