



ADJUDICATION AND REVIEW COMMITTEE

5 March 2020

Subject Heading:

The Council's Complaint Policy &
Procedure

SLT Lead:

Andrew Blake-Herbert

Report Author and contact details:

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Policy context:

Corporate Complaint Policy and
Procedure October 2018

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	[]
People will be safe, in their homes and in the community	[]
Residents will be proud to live in Havering	[X]

SUMMARY

This report is a reminder for Members of Adjudication and Review of the Council's Complaint Policy & Procedure

The Corporate Complaint Policy and Procedure was introduced on 1st April 2015. Some changes to the Corporate timescales were made, effective 1st October 2018. Turnaround was set to 10 working days for Stage 1 complaints and 25 working days for Stage 2 complaints. Services should aim to respond to 95% of cases within time.

Statistics are reported to Committee on a quarterly basis.

RECOMMENDATIONS

That the Committee consider and discuss any further action required on the following:

- Clarification of the stage 3 process
- Stage 3 hearings and their effectiveness

REPORT DETAIL

The Corporate Complaint Policy and Procedure was introduced on 1st April 2015. Some changes to the Corporate timescales were made, effective 1st October 2018. Turnaround was set to 10 working days for Stage 1 complaints and 25 working days for Stage 2 complaints. Services should aim to respond to 95% of cases within time.

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 is published on the internet and attached to this report.