



Committee Report

Report of: Audit & Standards Committee

Date: 16th February 2023

Subject: Findings of the recommendations on the Annual Complaints and Ombudsman Report from 17 November 2022.

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Summary: Following attendance at the A&S Committee of 17 November 2022, the Committee's recommendations (Appendix 1) were shared with the Chief Executive.

The Performance & Delivery Board meeting on 24 January 2023, approved the Corporate Complaints Improvement Plan (see Appendix 2), which was developed in line with the Committee's recommendations. Q2 YTD complaints performance was also reviewed.

This Improvement Plan outlines the key improvement areas and details progress to date.

Performance and progress of the plan will be discussed bi-annually at future Performance & Delivery Board meetings, to ensure the agreed objectives are achieved and support from the Senior Leadership Board is maintained.

The Corporate Complaints Improvement Plan demonstrates the Council's commitment to enhancing its reputation as a caring organisation that listens to its population.

Recommendations:

- Approval of the Corporate Complaints Improvement Plan for the period November 22-March 2024.
- Bi- annual attendance at this Committee meeting to discuss performance against the Improvement Plan. This will include our partner's performance against agreed KPIs.

- Continued support of Committee to ensure prioritisation, accountability and responsiveness of complaints handling.
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Background Papers:

- **Appendix 1 - Audit & Standards Committee Recommendations of 17 November 2022**
 - **Appendix 2 – Corporate Complaints Improvement Plan**
 - **Appendix 3 - 2021-22 - Annual Corporate Complaints report (amended report re CEX enquiry figures)** -Note amendments on page 5 (Fig 3.1); page 6 (3.4) and page 7 (Fig 4.1) – includes 117 additional complaints re Chief executive enquiry.
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Category of Report: OPEN

* Delete as appropriate

Statutory and Council Policy Checklist

Financial Implications
NO - Cleared by: N/A
Legal Implications
NO - Cleared by: N/A
Equality of Opportunity Implications
NO - Cleared by: N/A
Tackling Health Inequalities Implications
NO
Human rights Implications
NO:
Environmental and Sustainability implications
NO
Economic impact
NO
Community safety implications
NO
Human resources implications
NO
Property implications
NO
Area(s) affected
None
Is the item a matter which is reserved for approval by the City Council?
NO
Press release
NO

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