

Audit & Standards Committee Recommendations of 17 November 2022:

- (i) Directors ensure that complaint response times are met in a timely manner and are built into their Service Plans;
- (ii) options are explored to capture equalities and geographical data within the complaints system;
- (iii) a breakdown of complaints from Amey and Veolia is provided to the Committee, and information on how their complaints are dealt with;
- (iv) these recommendations are shared with Kate Josephs, Chief Executive of Sheffield City Council;
- (v) a report on the findings of these recommendations is added to the work plan and brought to the meeting of the Committee on 16 February 2022; and
- (vi) Sheffield City Council responds to any findings in a way that enhances its reputation as a caring organisation that listens to its population.

•

This page is intentionally left blank