

# Appendix 4

## Customer Feedback Learning from Complaints

Annual Report – 1 April 2019 to 31 March 2020

**Action Plans/Learning from complaints** - When a complaint is upheld (Council at fault) and the findings of a subsequent investigation is for a change to policy or service delivery, the Customer Feedback Team produce an action plan report and follow up with the service any learning/action that needs to be carried out. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Director. Please see below a few examples of stage 1 complaint learning

### **Children's Services – Stage one complaint learning**

- *Complaint about the lack of adequate support and service received in relation to foster son moving out and the notice process. **Learning** – Agreed immediate actions and to meeting arranged to meet with complainant to look at future planning.*
- *Complaint received in relation to delays in processing request for children's passport. **Learning** – A change and review of admin system.*
- *Complaint in relation to the administration of savings whilst in care. **Learning** – The Local Authority is currently developing a new system of saving for Young People (YP) where the YP will have their own Credit Union account where all savings will be paid into and held centrally.*

### **Adult Services – Stage one complaint learning**

- *Complaint regarding errors contained in new care plan. **Learning** - Care Plan to be amended accordingly*
- *Complaint in relation to the care received from HARP. **Learning** – To work in accordance with Operational Standards which will be monitored by management and Customer Information Records to be amended accordingly. Staff to be mindful regarding information sharing to ensure confidentiality and protecting information. Managers to ensure sufficient Team Leaders are on Duty to ensure the safe and effective running of the service; Management Team to risk manage and prioritise workload.*
- *Complaint in relation to the service provided by a commissioned care home. **Learning** – Quality Assurance and Compliance Team are continuously monitoring the home to maintain and improve the quality of care provided.*

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#### **Corporate Complaints – Stage one complaint learning**

- *Customer called in relation to European Elections to request a proxy vote; requested documentation, however, this did not arrive in the post; customer called again and was informed that it was too late to vote and call should have been transferred to electoral; customer was unable to vote and was extremely unhappy. **Learning** – An apology was issued to the customer and all officers have been reminded of the importance of acting upon all communications received, including any temporary changes to procedures and record keeping of call logs, enabling us to deal with all customer enquiries correctly*
- *Customer called in relation to incorrect bin removed from property, replacement bin not delivered as per request and waste crew entered private gate to retrieve the bin. **Learning** – An apology was issued to the complainant and arrangements were carried out for the correct bins to be delivered. The service has carried out training with the waste officers and reinforced that correct procedures are to be followed; guidelines have also been issued to officers in relation to entering private property*
- *Complaint received in relation to renewal of taxi licence – **Learning** – Licensing has reviewed and changed the application process to prevent delays; a gesture of goodwill has been offered to the customer as a remedy to this complaint.*