

Appendix 4

Customer Feedback Learning from Complaints

Quarter 3 (1 October 2020 to 31 December 2020)

Action Plans/Learning from complaints - When a complaint is upheld (Council at fault) at stage two/Ombudsman investigation and if 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 where a learning log is compiled and agreed with the service:

Children's Services – Stage one complaint learning

- *Complaint in relation to individual unhappy with the section 37 report; does not reflect context of conversations that took place; report contained grammatical and spelling errors; unhappy with actions of social worker; **Learning** – Social worker has been advised about grammatical errors and we will continue to communicate effectively with complainant to ensure he/she feels part of the children's care planning.*
- *Complaint in relation to delays in submitting correspondence from parent to children; **Learning** -To ensure that plans around family time are clear to all involved and where there are periods of letter box contact whilst looking to progress to telephone/face to face and that a clear plan including timescales/expectations are in place ensuring this is understood by all those involved. The service will ensure that family time is progressed in a safe and timely way in line with the age and wishes and feelings of the children.*

Adult Services – Stage one complaint learning

- *Complaint in relation to family not being informed why individual could not be moved; feel this is gross negligence and has been a factor in individual's distress; family have been left in limbo by the social worker; social worker has not provided a plan of what is going to happen next; **Learning** – Acknowledgement that the Council needs to set realistic targets even when under pressure to act quickly. Acknowledgement of the need for early identification of unachievable timescales and swift communication of this to relevant parties.*
- *Complaint in relation to service received and issues with specialist equipment; **Learning** – The service will continue to liaise with professionals to ensure that we are providing the best support possible.*

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Corporate Complaints – Stage one complaint learning

- *Complaint in relation to water collecting on pavement from school land and freezing in cold weather conditions causing a hazard; **Learning** - This site was inspected and unfortunately the defect was raised on the incorrect priority code; this was due to human error and has been rectified; apology was issued to the customer and a new barrier will be ordered and installed as soon as possible.*
- *Complaint in relation to not receiving a response from Licensing Compliance; **Learning** - Officer advised to seek further advice from line manager to ensure enquiries are fully responded to.*
- *Complaint in relation to Housing Benefit suspension; **Learning** - The award was suspended to allow further enquiries to be made; this issue has now been resolved, apology issued to the customer and payments reinstated.*
- *Complaint in relation to special arrangements at recycling centres for relatives; **Learning** - Apology issued to customer and process and procedure to be reviewed.*