

Annual Report – 1 April 2021 to 31 March 2022

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 in relation to failure to comply with first tier tribunal orders. **Learning** - Apologised for the oversight and delay caused in issuing the final EHCP following the tribunal order and arrangements made for this to be done*
- *Complaint in relation to how a situation was dealt with. **Learning** - Agreed with complainant and identified how this could have been managed differently for a better outcome and the council apologised for this*
- *Complaint in relation to negative outcome for request to go on holiday with foster family. **Learning** - On further consideration it was agreed for the Young Person to go on holiday on this occasion, due to the negative impact it may have if they are unable to go with the family*

Adult Services – Stage one complaint learning

- *Complaint in relation to lack of contact from the council. **Learning** – A wellbeing call was made however due to COVID-19 support was only available remotely at the time. Acknowledged there was a delay in delivery and the council has apologised for this*
- *Complaint in relation to quality of care provided by a Care Home. **Learning** – Full investigation carried out by the home manager who apologised for any shortfall in service delivery and for any upset or distress this caused*

Appendix 4

Customer Feedback

Learning from Complaints

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Corporate Complaints – Stage one complaint learning

- *Complaint in relation to council tax bill and service received from officers– **Learning** – Customer advised a very slight delay in actioning account and that single person discount cannot be awarded when property is empty*
- *Complaint in relation to Housing Benefits deduction. **Learning**- Apology issued to the customer and the member of staff reminded that notification letters must be issued where a recovery of overpaid housing benefit is sought from a landlord*
- *Complaint in relation to response from Trading Standards and information provided by Customer Services. **Learning**- Review of the scheme undertaken by the service and internal admin also reviewed with improvements undertaken*

Appendix 4

Customer Feedback Compliments

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Compliments for Children’s, Adult’s, Public Health and Corporate – Customers pay us a compliment if they feel that the council has given the best service we can. Compliments about a service a customer has received from a department or a person are always welcome. We ensure that the people, or service, customers are complimenting are informed and congratulated. Please see below a few examples of compliments received.

Children’s Services – Compliments

A compliment for Foster Team - *I don’t know why I haven’t recognised how brilliant Social Worker is before now. I think that it’s because the officer is so outstanding all the time that nothing tends to stand out. SW is an asset to Wolverhampton; the officer has got Wolverhampton running through him like a stick of rock. He’s passionate and dedicated to the children and the foster parents the officer serves.*

A compliment for CYPIC - *I am writing to you as a parent of children who are placed with me and my husband for adoption. The service we have received from our social worker and the wider team in Wolverhampton has been outstanding. They have supported both us, and our children, throughout this complicated process to settle and become a very happy family*

Adult Services – Compliments

A compliment for East Locality Team - *I wish to mention Social Worker and the difference the officer has made to us as a family by putting into place carers at the drop of a hat so to speak . My mom sadly passed away, but SW made such a difference to her final few weeks of her life, far more than she probably realises, by swiftly putting in place a series of measures to make moms final few weeks more bearable, for which I could never thank her enough. She does a vital and fantastic job , for which I will be forever grateful*

A compliment for Welfare Rights - *I would like to thank everybody for their help as I have never realised that there was somebody that could help me until you came to help. Much appreciated. A big thank you to all*

Appendix 4

Customer Feedback Compliments

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Compliments for Corporate Services – Customers pay us a compliment if they feel that the council has given the best service we can. Compliments about a service a customer has received from a department or a person are always welcome. We ensure that the people, or service, customers are complimenting are informed and congratulated. Please see below a few examples of compliments received.

***A compliment for HWRC Refuse Site Officer** - Just wanted to say the officer at the refuse site is a wonderful representative for the council; the officer is a credit to the City of Wolverhampton. The place is clean well presented; the officer and the team work in unison and are all a credit*

***A compliment for Planning** - Thanks so much for forwarding on the Planning Decision Notice, noting the Granting of Approval for this Application. I would like to take this opportunity to thank you for your help and assistance with this project; I have greatly appreciated it, and hopefully we may get to work with you again in the future*

***A compliment for Libraries** - Thanks to everyone for working hard to keep our libraries open and safe. It is always a pleasure to visit my local library*