

# Appendix 4

## Customer Feedback Learning from Complaints

Annual Report – 1 April 2020 to 31 March 2021

**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 change of social worker. **Learning** - the change is necessary to enable the young people to progress to adulthood with a worker from the transition team. The current worker has agreed to support the transition to the new worker by completing a joint handover visit. The worker and the new social worker will visit together which will help the new worker understand the young people's needs, aspirations and future plans.*
- *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 concerns regarding lack of face to face assessments during lockdown resulting in loss of potentially significant information. **Learning** – More information to be gathered from varied sources to ensure assessments are completed thoroughly*
- *Complaint in relation to the way I was spoken to by the worker. **Learning** - Staff practice will be addressed and formally recorded in supervision and the manager will discuss the standard expected with the whole team in the next team meeting*
- *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 reoccurrence of non collection of refuse waste – **Learning** – Issues raised with operations manager in waste department to ensure crew are emptying bin. Conduct of actions to be addressed by waste manager*
- *Complaint in relation to Council Tax holiday payment. **Learning**- Ensure that that correct information is given to customers when they are amending payment plans when paying by direct debit. Customer was advised to cancel a direct debit yet was set up a payment plan to pay by direct debt; direct debit just needed to be amended.*
- *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*
- *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.*