

# Appendix 4

## Customer Feedback Learning from Complaints

Quarter 1 – 1 April 2021 to 30 June 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 delay in finalisation of EHCP plan **Learning** - Processes are being reviewed to avoid delays and manage cases in more timely and appropriate manner*
- *Complaint in relation to waiting over six weeks to receive payments **Learning** – Measures have been put in place to ensure that none of our foster carers are left out of pocket for expenses we have agreed to pay*
- *Complaint in relation to breach of confidentiality **Learning** – The service are in the process of completing a service wide review of our internal procedures and guidance to ensure all new and existing staff are aware of safe practices regarding information sharing that are directly related to their role*

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

- *Complaint in relation to lack of communication with family following a safeguarding raised **Learning** – As a result of the complaint, when the adult has an allocated social worker, the MASH team will still be making direct contact with relatives to discuss the concerns received including gathering views and desired outcomes of the relatives*
- *Complaint in relation to mother's belongings disposed of by home manager **Learning** – Unable to provide definite answer on why item was disposed of by previous manager as they have now left. Apologised to complainant and agreed to reimburse*
- *Complaint in relation to delay with assessment following a referral made **Learning** – Case was previously managed by agency worker, apologised to complainant and reassured that resource levels have since improved*

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

- *Complaint in relation to no garden waste service provided and refund request– **Learning** – Apologised to the resident and informed them of the process to enable a refund to be administered to the customer*
- *Complaint in relation to Garden Waste service; purple bin not collected and not happy with the service **Learning** – Apologised to resident and resolved enquiry; informed resident due to Covid a number of staff members have been relocated to accommodate the needs and purposes of the business; this has affected the collections. Collections will be monitored going forward*
- *Complaint in relation to replacement bin not provided. **Learning** – Manager to deliver a replacement bin to the customer. Apology issued to the customer for the delay in resolving the issue*
- *Complaint in relation to missed bin collections. **Learning**- Apologised to resident regarding recycling collection; service reviewed and looked into the matter and established that the recycling collection details were missing from the crew's onboard computer which has caused some confusion on who empties the bins. This has now been corrected and bins will be collected on the scheduled day; crew and customer have been updated*