

Appendix 4

Customer Feedback Learning from Complaints

Quarter 3 – 1 October 2021 to 31 December 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 and Education Services – Stage one complaint learning

- *Complaint in relation to frequent change in child's Social Worker causing delays in progress. **Learning** – Apologised for changes in Social Worker and confirmed new Social Worker will be permanent to minimise any further change for the Young Person*
- *Complaint in relation to lack of communication and poor service offered in relation to EHCP. **Learning** – Apologised for service provided on this occasion; the service has been addressing issues around communication within the team and now have a clear 3-day reply policy for emails to ensure we are clearer about our customer service standards in response to wait times for email responses*
- *Complaint in relation to delays with referral and reassessment. **Learning** – apologised for the delay of communication/introduction from the new team. However, this was resolved, and transfer was completed prior to responding to the complaint*

Adult Services – Stage one complaint learning

- *Complaint in relation to services provided by commissioned care service – **Learning** – the commissioned service has confirmed that they have taken the appropriate action with the members of staff in question*

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Corporate Complaints – Stage one complaint learning

- *Complaint in relation to Private Hire Driver licence application not issued. **Learning** – Refund for fast track given, apologised and issued licence for tomorrow. Training on cultural differences in family name order given to staff and processes updated*
- *Complaint in relation to no response from Officers in Environmental Protection. **Learning**- Established that there was a lack of communication with the resident; apologised to resident and learning has been embedded within the service*
- *Complaint in relation to the procurement process and procedure. **Learning**- Reviewed supplier complaint and consulted with Procurement Systems Analyst. Requested e-tendering system supplier to investigate if there was any technical issue; consulted with legal services and outcome provided to complainant*

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Customer Feedback Compliments

Quarter 3 – 1 October 2021 to 31 December 2021

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 and Education Services – Compliments.

- *I just wanted to say, thank you so much for the help and support you've given the vulnerable students in our school. You are, by far, one of the best Social Workers I've encountered in my 15 years at our school. Your profession takes a lot of criticism from the public, but I think if they realised what a difficult, demanding job you do, they would be more appreciative. Thank you for being there for the students and our school.*
- *Education Support Officer within the Virtual Schools team received a compliment from a member of staff from the school. She stated '[your support] was really helpful...Your knowledge and enthusiasm was really reassuring'.*

Adult Services – Compliments

- *Very, very impressed with the support given by the social worker! Very patient, supportive and went above and beyond to ensure that I understood all and was receiving all possible support - to consider due diligence she went beyond that! In addition, she communicated incredibly politely and mannerly and always sought to find a solution to any issues that arose! Cannot fault her! Exceptional service.*

Corporate – Compliments

- *A compliment for Planning- Many thanks for forwarding the decision notice, this is much appreciated. Thank you also for maintaining communication and support during the consultation process*