

## Annual Complaints Report 2016 - 2017

### Action Plan to Improve Complaints Performance

No.	Cabinet Report Action	Detailed Tasks	Action Owner	Target Date
<b>Root Cause of Complaints</b>				
1	Work with Service area and departmental management teams to review key service delay/failure hotspots and develop improvement plans	<ul style="list-style-type: none"> <li>Identify service delay/failure hotspots for each department</li> <li>Review with DMTs and services areas</li> <li>Agree improvement plan</li> <li>Monitor progress</li> </ul>	<b>Irene Bremang</b> Head of Performance & Improvement	31/12/17
2	Develop a tailored training plan on communication and staff behaviours to be implemented for priority service areas across the Council.	<ul style="list-style-type: none"> <li>Identify priority service areas</li> <li>Review specific staff behaviour and communication issues with service managers</li> <li>Agree and implement tailored training plan</li> </ul>	<b>Raj Seedher</b> Complaints & Information Governance Manager	31/03/18
3	Support new Housing Management Service during the redesign of the repairs process in order to feed in the lessons learned from complaints.	<ul style="list-style-type: none"> <li>Continue to work closely with HMS senior management team and Transformation Programme team to embed learning from complaints into redesigned repairs processes</li> </ul>	<b>Martin Beasley</b> Principal Complaints Officer	31/12/17
<b>Decision Making &amp; Outcomes</b>				
4	Review LGO referrals and identify any future opportunities for early resolution and to help minimise premature LGO referrals.	<ul style="list-style-type: none"> <li>Review LGO referrals and referrals received</li> <li>Consider general and service-specific learning points with Complaints Service team and service managers</li> <li>Implement new approaches agreed and monitor effectiveness</li> </ul>	<b>Martin Stollery</b> Principal Complaints Officer	31/12/17

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5	Review our internal approach to complaint decisions, corrective actions and compensation in light of LGO outcomes in 2016/17	<ul style="list-style-type: none"> <li>Review first and second stage decisions in light of LGO outcomes</li> <li>Review and re-consider compensation levels at first and second stage with departments and Complaints Service team.</li> <li>Compare changes in our internal approach with any changes in LGO outcomes</li> </ul>	<b>Raj Seedher</b> Complaints & Information Governance Manager	31/03/18
<b>Complaint Handling &amp; Monitoring</b>				
6	Continue to improve internal processes and working arrangements with service managers to increase the timeliness of Stage 2 responses.	<ul style="list-style-type: none"> <li>Continue to provide early notification to senior departmental managers regarding delays in collating information or confirming approval for final reviews</li> <li>Review arrangements for commissioning independent investigators for statutory Stage 2 cases</li> <li>Continue to monitor timeliness on weekly basis</li> </ul>	<b>Raj Seedher</b> Complaints & Information Governance Manager	31/03/18
7	Work closely with the Housing Management Service management team to establish a new and effective complaints process and implement improved working arrangements to manage Stage 2 complaints	<ul style="list-style-type: none"> <li>Continue to meet with the Operational Director and Head of Customer Service to review Stage 2 performance and troubleshoot any performance issues</li> <li>Regular monitoring reports sent to HMS senior managers on complaints performance</li> </ul>	<b>Raj Seedher</b> Complaints & Information Governance Manager	31/03/18
8	Implement a weekly Corrective Actions Tracker for all departments to monitor the timely completion of agreed remedial actions.	<ul style="list-style-type: none"> <li>Weekly tracker report to be revised and guidance notes created</li> <li>Weekly tracker auto-forwarded to complaints owners</li> <li>Monthly monitoring report to be set to Complaints &amp; IG Manager to monitor timely completion of remedial actions.</li> </ul>	<b>Raj Chavda</b> Snr Complaints Service Officer	30/11/17

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