

Annual Complaints Report 2016 - 2017

Appendix D - Action Plan to Improve Complaints Performance

No.	Cabinet Report Action	Detailed Tasks	Action Owner	Target Date
Root Cause of Complaints				
1	Work with Service area and departmental management teams to review key service delay/failure hotspots and develop improvement plans	- Identify service delay/failure hotspots for each department - Review with DMTs and services areas - Agree improvement plan - Monitor progress	Irene Bremang Head of Performance & Improvement	31/03/18
2	Develop a tailored training plan on communication and staff behaviours to be implemented for priority service areas across the Council.	- Identify priority service areas - Review specific staff behaviour and communication issues with service managers - Agree and implement tailored training plan	Raj Seedher 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.	Continue to work closely with HMS senior management team and Transformation Programme team to embed learning from complaints into redesigned repairs processes	Martin Beasley Principal Complaints Officer	31/03/18
Decision Making & Outcomes				
4	Review LGO referrals and identify any future opportunities for early resolution and to help minimise premature LGO referrals.	- Review LGO referrals and referrals received - Consider general and service-specific learning points with Complaints Service team and service managers - Implement new approaches agreed and monitor effectiveness	Martin Stollery Principal Complaints Officer	31/03/18

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5	Review our internal approach to complaint decisions, corrective actions and compensation in light of LGO outcomes in 2016/17	- Review first and second stage decisions in light of LGO outcomes - Review and re-consider compensation levels at first and second stage with departments and Complaints Service team. - Compare changes in our internal approach with any changes in LGO outcomes	Raj Seedher Complaints & Information Governance Manager	31/03/18
Complaint Handling & Monitoring				
6	Continue to improve internal processes and working arrangements with service managers to increase the timeliness of Stage 2 responses.	- Continue to provide early notification to senior departmental managers regarding delays in collating information or confirming approval for final reviews - Review arrangements for commissioning independent investigators for statutory Stage 2 cases - Continue to monitor timeliness on weekly basis	Raj Seedher 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	- Continue to meet with the Operational Director and Head of Customer Service to review Stage 2 performance and troubleshoot any performance issues - Regular monitoring reports sent to HMS senior managers on complaints performance	Raj Seedher 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.	- Weekly tracker report to be revised and guidance notes created - Weekly tracker auto-forwarded to complaints owners - Monthly monitoring report to be set to Complaints & IG Manager to monitor timely completion of remedial actions.	Raj Chavda Senior Complaints Service Officer	30/11/17