

Place and Resources Scrutiny Committee

29 September 2020

Corporate Complaints

For Decision

Portfolio Holder: Cllr S Flower, Leader of the Council

Local Councillor(s):

Executive Director: J Mair, Corporate Director, Legal & Democratic

Report Author: Marc Eyre

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Report Status: Public

Recommendation: To note the complaints performance during 2019/20 and quarter one of 2020/21 and consider how the Committee can use complaint data to assist in its scrutiny role.

Reason for Recommendation: To assist the Committee in its scrutiny role.

1. Executive Summary

Dorset Council has a Corporate Complaints Team as part of its Assurance Service within Legal and Democratic Services. A key priority of this service is not only to ensure that complaints are managed fairly, appropriately and within timescales, but also to ensure that there is organisational learning from complaints that can lead to service improvement.

Under the revised committee structure within the constitution, both Overview Committees will receive the Annual Report on Complaints together with a quarterly update. It is important to ensure that there is a clarity of role across the committees and no overlap, however it is recognised that there is a benefit on the Scrutiny function also being sighted on current complaint trends.

The enclosure with this report is the extract from the Annual Report that includes the current complaints key performance indicators for Place Directorate. Corporate Services numbers are low volume and not currently reported separately, but this will be addressed.

2. Financial Implications

Local Government Ombudsman findings can have financial consequences (fines; remedial actions etc).

3. Climate implications

None

4. Other Implications

None

5. Risk Assessment

Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: Low

Residual Risk: Low

6. Equalities Impact Assessment

None. The Corporate Complaints policy has been subject to an EQIA

7. Appendices

Summary of Place Complaints – 2019/20

Summary of Place Complaints – 2020/21 Quarter One

8. Background Papers

None

Footnote:

Issues relating to financial, legal, environmental, economic and equalities implications have been considered and any information relevant to the decision is included within the report.