

Appendix 1

Customer Complaints/Compliments

Outcome from Initiatives

Initiative	Outcome
<p>A more transparent definition of what constitutes a 'complaint' has been established.</p> <p>This was needed because there was a lot of confusion surrounding the making of a complaint or a request for service.</p>	<p>By publishing the complaints definition the customer can now distinguish what constitutes a complaint or a request for service as an example has been given.</p> <p>This in turn ensures better use of resources as officers are dealing with genuine complaints and not requests for service.</p>
<p>Set standards in place to ensure procedures are adhered to; providing quality communications with customers.</p>	<p>Time scales have now been standardised so that the complainant is kept informed throughout the life cycle of the complaint; acknowledgement 5 days, full response 20 days, holding letters and extension letters sent out at the appropriate time.</p>
<p>Development of a learning process to capture and share learning that has occurred during a complaint.</p>	<p>As we now have the opportunity to learn from complaints, and share that learning, we can offer a better standard of service to the customer by not repeating the same mistakes.</p>
<p>Feedback cards on the customer's experience of the complaints process have been developed and are sent to complainants once their complaint has been closed.</p>	<p>Complainants now have the opportunity to feedback on how their complaint has been dealt with and have the option to request further communication/clarification regarding their complaint.</p>
<p>The complaints manager system allows for comprehensive monitoring and reporting of complaints and compliments received.</p>	<p>The system allows for monitoring of complaints whether the citizen works, lives or visits the Borough. Using this information officers can ensure that no citizen is hindered or excluded in any way when making a complaint. This covers the seven strands of the Equality and Diversity Agenda.</p>