

Corporate Customer Complaints/Compliments

Outcome from Initiative 2009-2010

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 form 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 Corporate Complaints Manager System allows for comprehensive monitoring and reporting of complaints and</p>	<p>The system allows for monitoring of complaints whether the citizen works, lives or visits the Borough. Using this information</p>

Appendix 1

compliments received.	officer's can ensure that no citizen is hindered or excluded in any way when making a complaint. This covers the eight strands of the Equality and Diversity Agenda.
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