



**Report of the Cabinet Member for Business Transformation and Performance
To the Service Improvement and Finance Scrutiny Performance Panel – 6th
March 2019**

**Briefing on the Corporate Complaints Annual Report for
2017/18**

Purpose:	The report provides an overview of the work of the Complaints Team in relation to its areas of responsibility during the specified reporting period.
Content:	Statistical Information concerning complaints, information requests and use of surveillance under Regulation of Investigatory Powers legislation received and dealt with during the financial year in question.
Councillors are being asked to:	Discuss the report and identify if there are any comments and/or recommendations to be reported back to relevant Cabinet Member.
Lead Councillor:	Councillor Clive Lloyd: Cabinet Member for Business Transformation and Performance
Lead Officer & Report Author:	Julie Nicholas-Humphreys: Customer Service & Complaints Manager

1. Background

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- 1.1 The Complaints Team is responsible for the central recording and control of all complaints received in respect of the services delivered by the Authority.
- 1.2 There are two complaints procedures; one for Social Services complaints and another for complaints for all other service areas (known as Corporate Complaints).

- 1.3 Each of these complaints procedures has its own policy; whilst the processes are similar, there are a number of statutory differences (mainly to do with timescales) making two separate policies a necessity.
- 1.4 In addition to its responsibilities for administering complaints, the team is also responsible for central control of requests for information received under the Freedom of Information Act (FOI), Subject Access requests made under the Data Protection Act (SAR) and investigations required to be carried out under the Regulation of Investigatory Powers (RIPA).
- 1.5 The Complaints Team provides a Corporate Complaints Annual Report to Cabinet on its activities for the previous financial year. Appended to this report are 3 further reports in respect of the team's other responsibilities as follows:
- Corporate Complaints Statistics for Annual Report 2017/18
 - Freedom of Information Annual Report 2017/18
 - Regulation of Investigatory Powers 2017/18
- 1.6 The Corporate Complaints Annual Report for 2017/18 went to Cabinet on 17th January 2019.

2. Legal Implications

- 2.1 There are no legal implications.

3. Financial Implications

- 3.1 There are no financial implications

Background papers:

None

Appendices:

- Appendix 1 - Corporate Complaints Annual Report 2017/18
Appendix 2 - Corporate Complaints Statistics for Annual Report 2017/18
Appendix 3 - Freedom of Information Annual Report 2017/18
Appendix 4 - Regulation of Investigatory Powers Annual Report 2017/18