

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives	<p>Priority: People</p> <p>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Corporate Objective: Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.</p>
Consultation:	<p>CMT endorsed the integration of 3Cs monitoring within the 'health check' management process on 30 June 2009.</p> <p>Heads of Service have been consulted in the preparation of this report for CMT.</p> <p>On-going operation of the 3Cs procedure includes the involvement of feedback champions from all directorates.</p>
Legal:	<p>There is no legal requirement to operate a complaint system. However, the legal consequence of not addressing a complaint through the council's complaint procedure could be significant. Best practice indicates that if complaints are dealt with at an early stage, this reduces an escalation of the complaint, potentially to a legal claim.</p>
Financial:	<p>There are no capital or revenue costs associated with this report.</p> <p>However, claims for damages and compensation could be significant should the 3Cs procedure not be followed to rectify any issues as soon as they arise in a professional and timely manner.</p>
Human Resource:	<p>Each frontline service has a member of staff who is knowledgeable about the 3Cs procedure and administrates compliments, comments and complaints on the database on behalf of the service (3Cs champions).</p>

<p>Risk Management:</p>	<p>The Local Government Ombudsman (LGO) prefers that a complaint should first be dealt with through the council's complaint procedure. However, if the complaint is sufficiently serious the LGO may choose to investigate immediately. An explanatory leaflet entitled 'Complained to the council? Still not satisfied?' is available at council reception desks.</p> <p>The cost of failing to follow our complaint procedure in dealing with a justified complaint is that the matter is not resolved, causing further complaint to the LGO and negative press coverage damaging our reputation as a council, not just a single service.</p>
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