

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>Priority 1 – Improve the health and wellbeing of our communities</p> <p>Priority 2 – Enhance the quality of people's lives</p> <p>Priority 3 – Enable a flourishing local economy</p>
<p>Consultation:</p>	<p>CMT endorsed the integration of 3Cs monitoring within the 'health check' management process on 30 June 2009.</p> <p>Leadership Team considered the report 3rd May 2016</p> <p>On-going operation of the 3Cs procedure includes the involvement of feedback champions from all Services.</p>
<p>Legal:</p>	<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>
<p>Financial:</p>	<p>There are no capital or revenue costs associated with this report. 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>
<p>Human Resource:</p>	<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>There are no specific risk management issues related to this report but investigation of complaints will help to address any risk management issues identified in the complaint</p>

Health and wellbeing – issues and impacts:	There are no specific health and wellbeing issues related to this report but investigation of complaints will help to address any health and wellbeing issues identified in the complaint
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