<u>Supplementary Information</u>

Cabinet – 20th October 2022

Reference - Corporate Complaints Annual Report 2021/22 – Governance and Audit Committee: 27th September, 2022..

Comments from Nigel Ireland – Lay Member and current Vice-Chair of the Governance and Audit Committee:

1. 45.3% of complaints were upheld in full or in part (increased by 7.4% since last year) – how are we ensuring we are learning from these?

2. 67.7% had no cause recorded. Can you not make the "cause" a mandatory field in the system so that it has to be completed? Also, could it be made a drop down list to enable better trend analysis (see below)? This needs to improve if the LA is going to improve its services and reduce the number of complaints.

3. Identification of causes (paragraph 2.12) – linked to the above, the "causes" noted in 2.12 of the report are not actually causes. When we audit complaints processes we seek root causes. In reference to the ones recorded in 2.12 the questions that should be asked are "why were service standards not met?" Was it a resource issue or a training issue or did people not know what the standards were? Similar with "policy and process not followed" – what was the cause of that; why did it occur? The causes recorded risk either nothing happening (as it creates a "well, we just need to do it in future" culture and doesn't actually identify or solve the problem) or creating a blame culture rather than really identifying the root cause that you can actively act upon to prevent such issues recurring.

4. Corporate Complaints Summary 2021/22: 317 (88.5%!!!) complaints with "no learning" – surely that's wrong? How can there be no learning from that many complaints? Even if they were not upheld, there is always something to learn. The report states that "analysis indicates that corporate complaints continue to be **investigated** well and effectively by the Council with 89.7% of complaints being resolved at Stage 1." This is very output focused. I would not agree (based on the data provided) that they have been investigated well if there is no learning from them. Investigating them "well" would surely lead to learning and a reduced risk of the event recurring; i.e. a positive outcome?

5. I would really like to see more outcome-based reporting rather than output and this report is a good example. I think most people would prefer to see learning from complaints and improvements in systems and processes, rather than no learning but reporting that we hit timescale targets.