

**CABINET MEETING: 18 MARCH 2021**

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**CARDIFF COUNCIL ANNUAL COMPLAINTS REPORT 2019 - 20**

**FINANCE, MODERNISATION AND PERFORMANCE  
(COUNCILLOR CHRIS WEAVER)**

**AGENDA ITEM: 9**

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**Reason for this Report**

1. To report to the Cabinet on the operation of the corporate complaints procedure between 1st April 2019 and 31st March 2020. The statistics for corporate complaints are set out by service area.

**Background**

2. Complaints provide valuable information about how we are performing and what our customers think about our services. Most people who complain tell us what we have done wrong and how we can do better; we use this information to improve our services, strengthen our relationships with customers and make better use of our resources. Publishing this annual report demonstrates the Council's commitment to transparency and a positive approach to dealing with and learning from complaints.
3. The Council's complaints procedure reflects guidance given in the Welsh Government Model Policy and Guidance Paper for Handling Complaints. This was further supported by the Public Services Ombudsman for Wales. Complaints Managers record information about the number of complaints they have received and how quickly they acknowledged and responded to the complaints. This information is submitted to the Corporate Complaints Team at the end of each quarter. The Corporate Complaints Team use this information to ensure that the complaints policy is being adhered to. Meanwhile, the Public Services Ombudsman for Wales captures detailed information regarding complaints against the Council which is included in his annual report.
4. In the coming year, Officers will undertake a review of the complaints management process as whole, focusing not just on a timely response to matters raised but on a consistent and focused approach to matters whether raised by a member of the public or an elected official.

## **Complaints**

5. A total of 2,859 complaints were recorded during 2019-20. This is a 12.1% increase from the previous year, when 2,550 complaints were recorded.

## **Compliments**

6. As an organization, we receive many positive comments about our staff and the services we provide. Knowing where things are working well and are appreciated is as important to capture as knowing where things are perhaps not working. We therefore keep a record of the compliments we receive as well as the complaints. Good practice and learning can then be circulated across the Council.
7. Across the year 2019-20, Cardiff Council received a total of 2,345 recorded compliments, which is a 10.2% decrease from the previous year when 2,611 compliments were recorded.

## **Ombudsman Complaints**

8. Recommendations in Ombudsman reports and observations about our strengths and weaknesses help us improve our processes. The Ombudsman closed 120 cases involving Cardiff Council in 2019-20 compared to 110 cases in 2018-19. The Ombudsman received 11 premature complaints (defined as when the council has not had a reasonable opportunity to deal with the complaint itself). 44 cases were closed by the Ombudsman after initial consideration and with no further action required by the Council. A further 21 cases were declined because the Ombudsman was satisfied with action proposed or taken by the Council and 40 cases were out of the Ombudsman's jurisdiction. There were 4 cases accepted for further investigation during 2019-20, however all 4 were not upheld after consideration by the Ombudsman.

## **Reason for Recommendations**

9. To enable Cabinet to have corporate overview of the complaints and compliments process during 2019/20 and to note the information contained within the report.

## **Financial Implications**

10. This report has no direct financial implications. Any financial implications of future changes made to improve processes and learn from complaints will need to be met from existing resources.

## **Legal Implications**

11. There are no direct legal implications arising from this report.

## **HR Implications**

12. There are no HR implications arising from this report.

## RECOMMENDATIONS

Cabinet is recommended to note the contents of the report.

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| <b>SENIOR RESPONSIBLE OFFICER</b> | <b>Isabelle Bignall</b><br><b>Chief Digital Officer</b> |
|                                   | 12 March 2021   |

*The following appendix is attached:*

Appendix 1 –Cardiff Council Annual Complaints Report 2019-20