

**CABINET MEETING: 23 SEPTEMBER 2021**

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**CARDIFF COUNCIL ANNUAL COMPLAINTS REPORT 2020 - 21**

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

**AGENDA ITEM: 6**

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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 2020 and 31st March 2021. 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.

**Complaints**

4. A total of 2,537 (Corporate) complaints were recorded during 2020/21. This is an 11.2% decrease from the previous year, when 2,859 complaints were recorded.

## **Compliments**

5. 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.
6. A total of 1,964 compliments were recorded during 2020/21. This is an 16.2% decrease from the previous year, when 2,345 compliments were recorded.

## **Ombudsman Complaints**

7. Recommendations in Ombudsman reports and observations about our strengths and weaknesses help us improve our processes. The Ombudsman closed 100 cases involving Cardiff Council in 2020/21 compared to 120 cases in 2019/20. The Ombudsman received 25 premature complaints (defined as when the council has not had a reasonable opportunity to deal with the complaint itself). 33 cases were closed by the Ombudsman after initial consideration and with no further action required by the Council. A further 23 cases were declined because the Ombudsman was satisfied with action proposed or taken by the Council and 16 cases were out of the Ombudsman's jurisdiction. There were 3 cases accepted for further investigation during 2020/21, with all 3 cases being upheld after consideration by the Ombudsman.

## **Reason for Recommendations**

8. To enable Cabinet to have corporate overview of the complaints and compliments process during 2020/21 and to note the information contained within the report.

## **Financial Implications**

9. 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**

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

## **HR Implications**

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

## **Property Implications**

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

## RECOMMENDATIONS

Cabinet is recommended to note the contents of the report.

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| <b>SENIOR RESPONSIBLE<br/>OFFICER</b> | <b>Isabelle Bignall</b><br><b>Chief Digital Officer</b> |
|                                       | 17 September 2021                                       |

*The following appendix is attached:*

Appendix 1 –Cardiff Council Annual Complaints Report 2020-21