



Governance & Audit Committee – Corporate Complaints – 29th November 2022

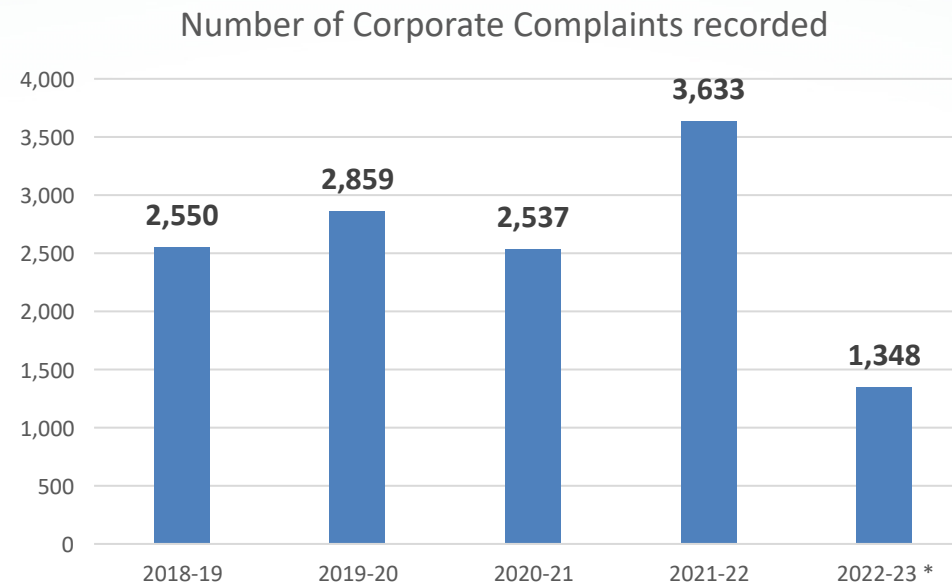


Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together



Background

- Terms of reference of the Committee is to “review and assess the authority’s ability to handle complaints effectively”.
- Mid-year report details the Council’s performance when handling complaints.
- Report is data-driven and gives us, as an authority, an opportunity to “take stock”
- Please note this is a draft report and has not been shared with informal cabinet (due in December)
- The number of complaints received by Cardiff Council during the first six months is 1,348.



*Q1 & Q2 only

Response times

- Cardiff Council's Corporate Complaints Policy states that we will aim to respond to complaints within 20 working days.
- If we are not able to respond to complaints within this time, we need to let complainants know about this and when they can expect to receive a response.
- During the first six months of 2022/23, of the 1,348 complaints recorded by Cardiff Council, 2,304 (69.4%) received a response within 20 working days. This compares favourably to 2021/22 when just 63.4 of complaints received a response within 20 working days.
- A further 388 (28.8%) complainants received a response after 20 working days but within 3 months.

	Total complaints closed within timescales				Complaint outcome	
	20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
Cardiff Council	935	388	23	2	807	541

Project Manager vacancy

- In September 2022, the Project Manager left the Authority
- Current financial circumstances mean a replacement resource has not yet been made available
- We have not stood still and work has continued with some of the key highlights to follow:



What things look like moving forward – landing page / Completed!



Frequently Asked Questions

Getting Started

Documents & Information

Training

Welcome to the Corporate Complaints, Compliments, Cabinet and Member Enquiries site where you will find information to assist you and your team with complaints, compliments and enquiries.

What things look like moving forward – helpful information / Completed!

Complaints & Compliments Area

A complaint is:

'An expression of concern or dissatisfaction made by one or more members of the public in regard to Cardiff Council's actions, or lack of action, or the standard of service it provided following an initial request for service.'

This can be expressed by any available communication method.

A complaint is not:

- A first-time report of an occurrence that needs Cardiff Council's attention or an initial request for service
- A formal review or appeal against a decision
- A way of asking for a change to legislation or a policy decision
- A means for lobbying groups/organisations to promote a cause
- A general expression of dissatisfaction that does not relate specifically to Cardiff Council's actions, or lack of action, or the standard of service it provided.

For further information about how to deal with complaints please visit the [Standard Operating Procedure](#)

A compliment is:

'An expression of praise to the Council or any member of Council staff. It could include an occasion where assistance given by a staff member was above and beyond the standard expected, or a service provided exceeded expectations.'

When a compliment is received the Council should record it so that it can be shared with the relevant manager and member of staff.

The **Corporate Complaints Team** (Rory Williams and Claire Lowdon) can assist with queries about complaints and compliments. Among the duties and responsibilities of the team are to:

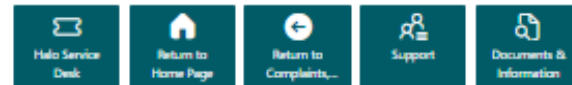
- Liaise with and advise service areas who require support when dealing with customer complaints.
- Collate, monitor and report on complaints received for the Council, and to produce the Council's Annual Complaints Report.
- Act as the point of contact for customers who have displayed 'unacceptable behaviour' as outlined in our 'Unacceptable Actions by Customers' policy (previously known as Persistent & Vexatious).
- Act as the link between the Council and Public Services Ombudsman for Wales.

Following the introduction of Halo, the team will look to ensure that all service areas are adhering to the Council's Complaints Policy in terms of acknowledging and responding in full within the set timescales.


Our policy states that we will formally acknowledge a complainant's concerns within 5 working days and that we aim to resolve concerns as quickly as possible - expecting to deal with the vast majority within 20 working days.

If you would like further information about the Corporate Complaints Team, the Ombudsman, or complaints in general, please contact us using the e-mail address below.

Quick Links



Corporate Complaints & Compliments Contact email

 Corporate Complaints Team / Tim Coynton Co...

What things look like moving forward – documents & information / Completed!

Documents & Information

Standard Operating Procedures



Corporate Complaints Standard Operating Procedure



Cabinet Correspondence Standard Operating Procedure



Member Enquiries Service (MES) Standard Operating Procedure



Ombudsman Standard Operating Procedure

Policies



Welsh Complaints Policy



Social Services Complaints Policy and Procedure



Guide to handling complaints and representations by LA social...



Complaints Policy

Useful Documents



Letter Privacy Disclaimers & Footers(English & Welsh) July 2022

What things look like moving forward – training

Training

In this section you will find several types of training for dealing with written correspondence, including Cabinet and Member Enquiries, with some courses specifically concentrating on efficient complaint handling. Anyone who is in a role where they are required to process, investigate, or respond to complaints are strongly encouraged to complete them.

Courses are bookable via your DigiGOV training calendar or the e-learning pool at Cardiff Council Academy Online. Links and contact details can be found at the bottom of the page. Classroom training is delivered by the Customer Services Trainer through MS Teams with course content created in partnership with the Public Services for Wales Ombudsman.

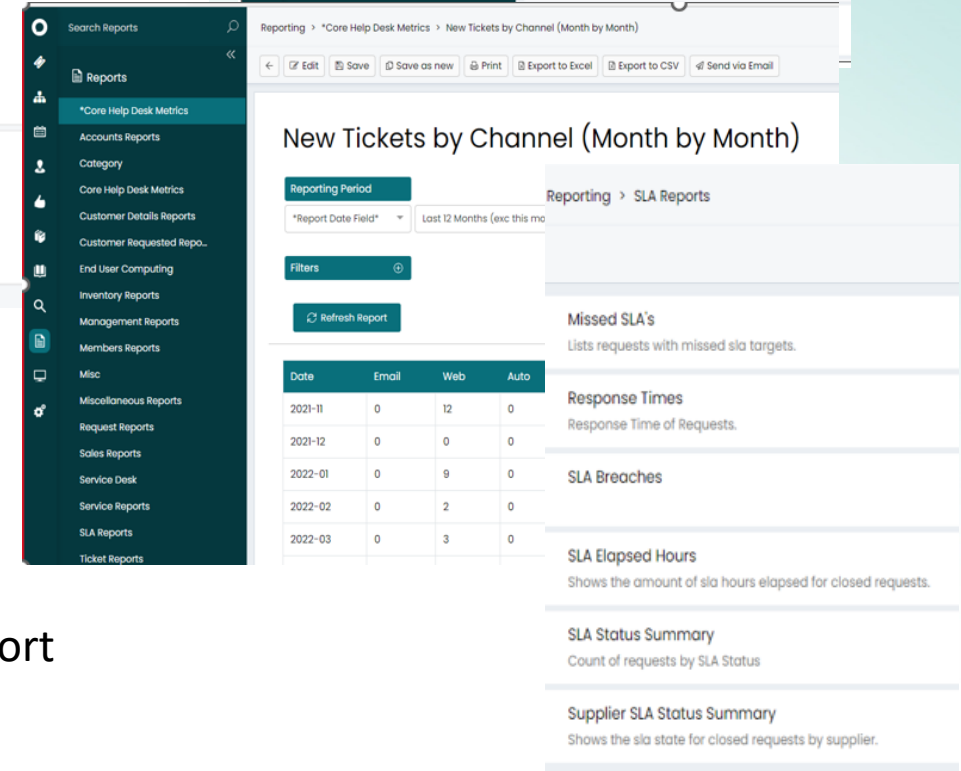
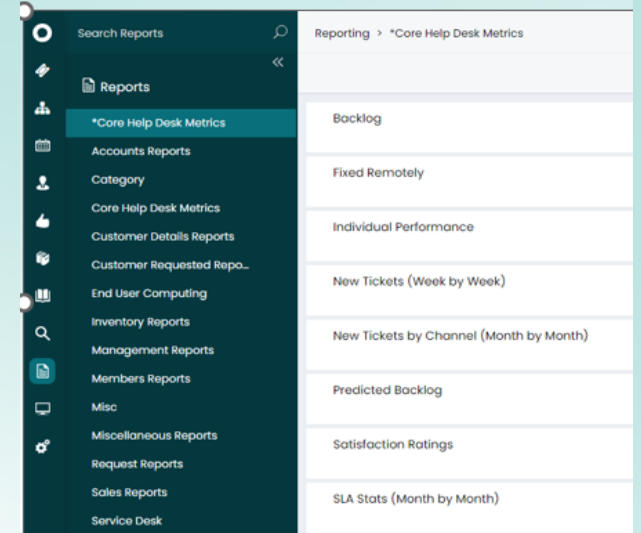
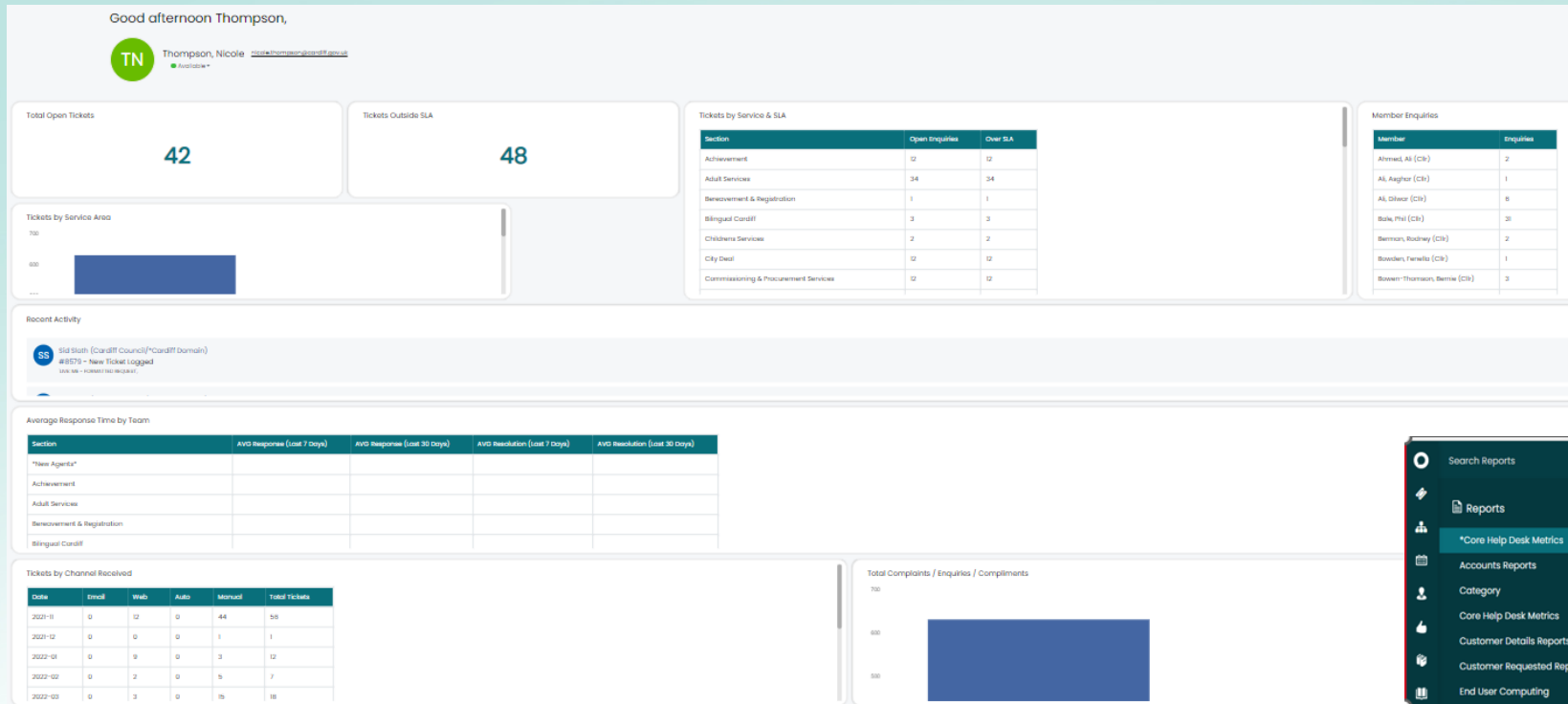
For questions on course content or availability, please contact Customer Services Trainer [Jodie Williams](#)

Training Courses

Training Course	Duration	Who	Content	Delivery Method	Booking Method
Written Communication	1 Hour	Council Wide	Training covers best practice and aims to develop consistency for written skills in responding to complaints and enquiries to citizens, including how to deal with Welsh correspondence.	E-learning	Cardiff Academy
Handling Complaints	3.5 Hours	All staff	Training is in collaboration with the Ombudsman and covers what complaints are, why complaints are important and why do people complain. Includes information on the process of dealing with a complaint and the difference between a complaint/service request.	TBC	TBC
Investigation of Complaints	3.5 Hours	Responders, Approvers & Authorisers	Training is in collaboration with the Ombudsman and covers complaint handling in further detail for those who actively deal/responds to complaints. Course also includes investigation skills, evidence gathering, decision making.	TBC	TBC

- Training content uploaded
- Videos and tutorials scheduled to be added

Reporting dashboard – under development



- Customised reporting dashboards being developed
- Will give “team” view for Managers
- Corporate Team will view “Council wide” and be able to target support

What things look like moving forward – cabinet pilot

Tickets > Partnerships & Community Engagement > Wood, Laura

All Tickets

1-15 of 37

ID	Preferred Lang...	User	SLA Time Left	Status	Summary	Category	Type	Date Reported	Agent	Resolution Target
0008564			33:43	NEW	Test green bins, recycling newp...	Adult Services	Cabinet Enquiry	19/10/2022	LW Wood, Laura	17/11/2022 16:00
0008563			33:43	NEW	test	Adult Services	Cabinet Enquiry	19/10/2022	LW Wood, Laura	17/11/2022 16:00
0008562			33:43	NEW	Test green bins, recycling newp...	Adult Services	Cabinet Enquiry	19/10/2022	LW Wood, Laura	17/11/2022 16:00
0008561			33:43	NEW	Test green bins, recycling newp...	Adult Services	Cabinet Enquiry	19/10/2022	LW Wood, Laura	17/11/2022 16:00
0008548	English		01:43	IN PROGRESS	Test	Adult Services	Cabinet Enquiry	13/10/2022	LW Wood, Laura	11/11/2022 16:00
0008535-P			-72:00	IN PROGRESS	Bins	Adult Services	Cabinet Enquiry	30/09/2022	LW Wood, Laura	31/10/2022 16:00
0008534			-176:00	NEW	Test	Adult Services	Cabinet Enquiry	28/09/2022	LW Wood, Laura	12/10/2022 17:00
0008533			-88:00	NEW	Test	Adult Services	Cabinet Enquiry	28/09/2022	LW Wood, Laura	27/10/2022 17:00
0008532			-88:00	NEW	Test	Adult Services	Cabinet Enquiry	28/09/2022	LW Wood, Laura	27/10/2022 17:00
0008530			-88:00	NEW	Test	Partnerships & ...	Cabinet Enquiry	28/09/2022	LW Wood, Laura	27/10/2022 17:00
0008529			-88:00	NEW	Test	Partnerships & ...	Cabinet Enquiry	28/09/2022	LW Wood, Laura	27/10/2022 17:00
0008528			-88:00	NEW	Test	Adult Services	Cabinet Enquiry	28/09/2022	LW Wood, Laura	27/10/2022 17:00

- Cabinet team roll out going well
- Team are working with HALO to ensure system is working optimally
- Some further development work required to ensure that system is ready for roll out
- Team report “ease” of use of system and remain keen and committed

Key Performance Indicators (once ratified by Halo Board)



Measure	Target
Acknowledgment - Percentage of complaints that are acknowledged within 5 working days of receipt	90%
Full response - Percentage of complaints that are responded to in full within 20 working days of receipt	75%
Quality – Percentage of randomly-sampled complaint responses rated Very Good or above	80%
Ombudsman - Percentage of Ombudsman requests for information responded to within 1 week	90%
Learning from complaints – 10% of complaint responses to demonstrate learning from complaints	10%

Going forward

- The lack of available resource has presented a challenge for the project
- Considering new time line for rollout
- System needs to meet the minimum requirements to be rolled out in full

