

Complaints and Customer Feedback

A presentation:

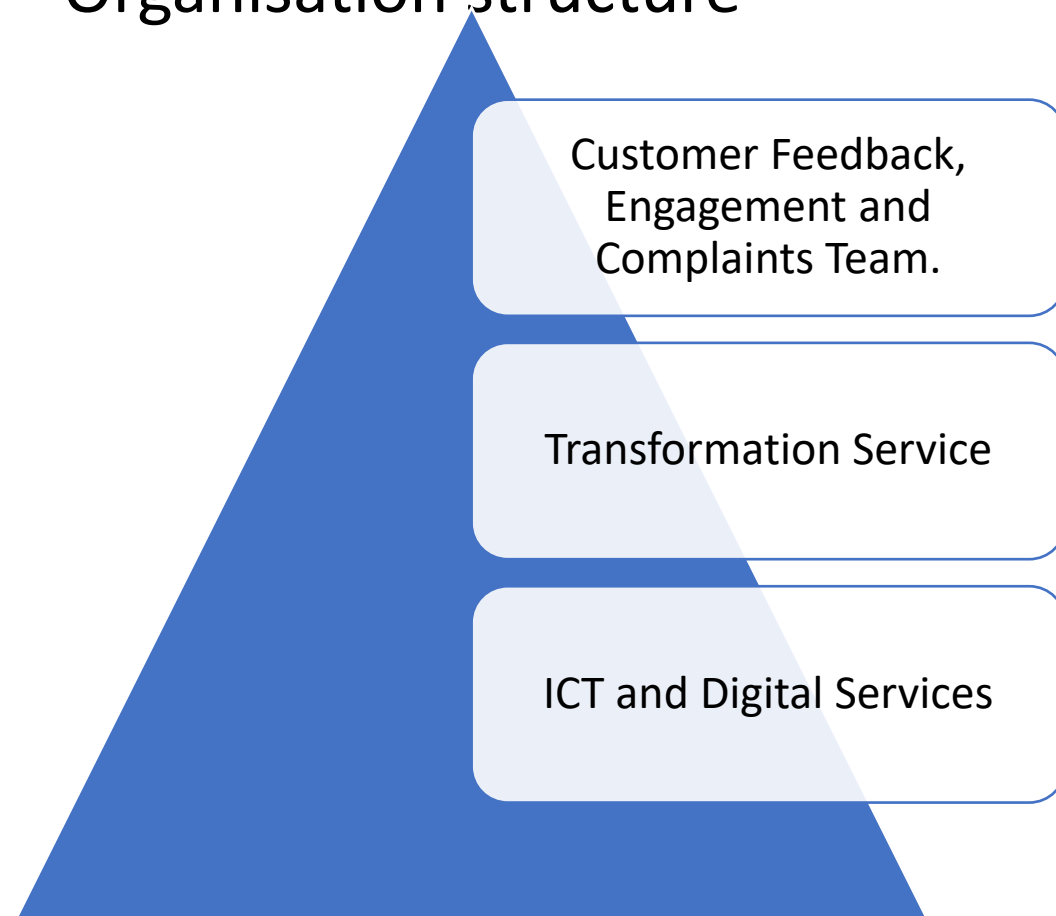
- On the responsibilities of the Council and the management of the existing arrangements for complaints handling across Rhondda Cynon Taf.
- To help prepare the Governance and Audit Committee for its new responsibilities as per the Local Government and Elections (Wales) Act 2021

Customer Feedback & Engagement Team

- Oversee the management of complaint handling across the Council.
- Deal with all complaints that are crosscutting across two or more service areas.
- Analyse data and produce reports on all customer feedback including comments and compliments.
- Provide training and good practice guidance on effective complaints management.
- Process Subject Access requests and all external requests for information.
- Facilitate the Social Services Survey
- Advise on the management of unreasonable customers.
- Facilitate complaint network groups at a local and national level.
- Support Adult and Children's Services with their legislative duty to provide Advocacy Services.

Customer Feedback, Engagement and Complaints Team

- Organisation structure



- Team structure

- Customer Feedback, Engagement and Complaints Manager



- Principal Customer Feedback and Engagement Officers x 2



- Senior Complaints Assistant



- Complaints Assistant

Legislative Requirements

- “local authorities are required to establish procedures for dealing with complaints about social services function, including representations relating to certain children. These requirements are set out in the Representation Procedure (Wales) regulations 2014 in relation to children and in the Social Services Complaints Procedure (Wales) regulations 2014 for adults.” These regulations encompass previous legislative requirements dating back to the Children Act 1989.
- Under the new powers afforded to the Public Services Ombudsman (Public Services Ombudsman (Wales) Act 2019) local Authorities are required to operate complaint handling procedures in compliance with the PSOW statement of principles and their model complaints handling policy.

Legislative requirements (from 2022/23)

Under the Local Government and Elections (Wales) Act 2021 – responsibility of Governance and Audit Committees to (amongst other things):

- review and assess the authority's ability to handle complaints effectively; and
- make reports and recommendations in relation to the authority's ability to handle complaints effectively.

Principles of an effective complaint handling process

- **Complainant Focused** – flexible and addressing individual need
- **Simple** – No more than 2 Stages, easy to follow process
- **Fair and Objective** – appropriate response, customer treated with dignity
- **Timely and Effective** – resolve promptly, keep customer informed
- **Accountable** – provide honest and clear findings, advise of changes/improvements whenever possible.
- **Committed to continuous improvement** – collate and analyse complaints information and use to inform improvement and service delivery.

Complaint handling arrangements

Statutory Social Services

Complaints Process

- A legislative requirement under the Social Services complaints procedure (Wales) regulations 2014.
- Deals with all complaints relating to Social Services functions that fall under the Social Services and well-being (Wales) Act 2014.
- Director of Social Services Accountable
- All complaints managed by the Customer Feedback, Engagement and Complaints Team.

Customer Feedback Scheme

- Process based on the Public Services Ombudsman Wales model complaint's policy.
- Deals with all feedback received in relation to Council Services to the public.
- Chief Executive Accountable
- Complaints received via various channels, process overseen by Customer Feedback, Engagement and Complaints team but managed by service co-ordinators.

How are complaints regulated?

- The Public Services Ombudsman Wales (PSOW) has legal powers to look into complaints about public services and their complaint handling arrangements.
- The Complaints Standards Authority monitor compliance with the principles of effective complaints handling;
- Ensure Local Authorities compliance with the Model Complaints Policy and Process; and
- Collect performance data from each local authority in Wales which is published on the PSOW website.

What data do the CSA collect?

Number of complaints received	Timeliness of complaints	Outcomes
<ul style="list-style-type: none">• Split into service area.• Split by Stage 1 or 2• Split by how received	<ul style="list-style-type: none">• Numbers of complaints closed within 3 month reporting period.• Number of complaints open in 3 month reporting period.	<ul style="list-style-type: none">• Complaint upheld/not upheld• Investigation not merited/discontinued• Compensation paid

[Published Statistics \(ombudsman.wales\)](http://ombudsman.wales)

Council reporting arrangements

Quarterly reporting	Annual reporting	Reports that include complaints data.
<p>Adult and Children's Management Teams and Quality Assurance Boards</p> <p>Corporate Parenting Board (Children's data only)</p> <p>Complaints Standards Authority</p> <p>Specific service area reports.</p>	<p>Cabinet - Statutory Annual Social Services report</p> <p>O&S Committee – Customer Feedback report</p> <p>Specific Service Area Reports</p> <p>Complaints Standards Authority</p>	<p>Annual Directors Reports</p> <p>Inspection reports</p> <p>Corporate Performance Report (to be reported to the GAC from 2022/23 onwards)</p> <p>Annual Equality Report</p> <p>Welsh language Compliance report</p>

How well are we doing?

From April 2021 – December 2021 the Council received:

Customer Feedback Scheme

- 407 complaints representing 67.4% of all feedback received
- 159 compliments representing 26.4% of all feedback received.
- 38 comments representing 6.2% of feedback received.

Social Services

- 82 complaints representing 25% of all team contacts.
- 130 compliments representing 39.5% of contacts.
- 117 other contacts representing 35.5% of overall contact to the team.

Performance data

April – December 2021/22

Customer Feedback Scheme

- 94% of complaints received were resolved at Stage 1
- 6% of complaints progressed to Stage 2
- 54% of complaints were resolved within 10 working days *
- 23.5% were resolved within 20 working days.
- 5% of complaints were referred to the PSOW and all were either closed or resolved with no Ombudsman investigations.

Social Services

- 96.4% of complaints were dealt with at Stage 1
- 3.6% (3) of complaints progressed to Stage 2
- 10% of complaints were referred to the PSOW, all but 3 which are ongoing have been resolved.
- 49% of complaints were resolved in the statutory timescale of 15 working days (There are currently no performance measures set outside of the legislative and model policy timescales. Whilst this data is captured by the CSA the emphasis is on complaint resolution and customer satisfaction.)

Priorities for 2022/23

In line with the statutory requirement placed on the Local Authority under the Local Government and Elections (Wales) Act 2000;

- **Improve engagement with customers to better capture customer feedback and suggestions for improvements.**
- **Improve the use of data from all existing processes including the CFS.**
- **Develop a mechanism for two way communication with the public detailing where improvements and service developments have been undertaken as a direct result of feedback received.**
- Set targets to drive improvement on the timeliness of complaint handling from receipt to closure.
- Ensure that the new system for recording customer feedback is fit for purpose and that it meets the requirements of front line services.
- Continue to work with service areas to ensure that all feedback is captured including any learning /service improvements that has taken place..

Cross-cutting priority – supporting the roles undertaken by the Council’s Governance and Audit Committee and Overview and Scrutiny Committee in respect of overseeing the handling of complaints

Compliments

“I wish to congratulate you on the repair of the booking process for Ponty Lido. It is now far easier to use.”

“I would like to commend the Authority on the leaving of wild grass space on our local field”

“I would like to pass on my sincere thanks to the Library Service for the online ordering services provided during the Covid lockdown.”

“Thanks to staff member of the complaints team, I am extremely grateful to you.”

Family wanted to pass on their gratitude stating that they could not have managed without the support of social care staff.

