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## CUSTOMER FEEDBACK UPDATE

### 1 PURPOSE OF REPORT

- 1.1 To present the results of the Customer Feedback review that was carried out by the Assistant Director – Customer, Revenues and Benefits Services.

### 2 INTRODUCTION

- 2.1 The Assistant Director – Customer, Revenues and Benefits Services was asked to present any changes following a review of the Customer Feedback Process.

### 3 OUTCOMES OF THE REVIEW

- 3.1 The Council's Leadership Support Team continues to be responsible for logging and monitoring the progress of any customer feedback on the corporate feedback log; this provides a streamlined reporting and monitoring process. They are also able to identify any commonly recurring complaints, which they feed back to the appropriate service area.
- 3.2 Customer feedback is discussed by the Leadership Team on a quarterly basis to ensure that appropriate action has been taken by individual departments at the appropriate level and that lessons are learnt and improvements made as a result.
- 3.3 The Assistant Director Customer – Revenues and Benefits looked into whether, following the completion of a complaint, the complainant could be contacted for feedback. However, due to the staff resource that this will take it is not feasible at this time.
- 3.4 Reports will be presented to the Executive on a six-monthly basis.
- 3.5 Following a request to show specific details of all complaints on future reports, it is felt that the report should remain as it is, that is, showing only the statistics. Details of a complaint will remain for the officers to carry out their investigations and any serious issues will be discussed with the Portfolio Holder.
- 3.6 The Comments, Compliments and Complaints Customer Guide wording has been updated to reflect the different stages of a complaint and the action that will be taken. The new informal stage has been added to deal with low level complaints and those that can be resolved as a one call resolution to Customer Services, such as broken or lost bins, abandoned vehicles and fly tipping. These will be logged for future reference on to the appropriate system for the relevant service area. The Guide is attached as an appendix to this report.
- 3.7 The number of complaints as a percentage of the total feedback received will be included in future reports to the Executive.

**4 RISK IMPLICATIONS**

- 4.1 The Council needs to learn from customer feedback and ensure all customer feedback is in order to make improvements to the services it provides

**5 RESOURCE IMPLICATIONS**

- 5.1 None.

**6 LEGAL IMPLICATIONS**

- 6.1 None.

**7 EQUALITY AND DIVERSITY IMPLICATIONS**

- 7.1 Comments, compliments and complaints are monitored so we are able to assess any equality implications from them.

**8 RECOMMENDATION**

- 8.1 It is proposed that the Committee note the changes made to the Customer Feedback process.



Dawn Tribe

Assistant Director Customer, Revenues and Benefits Services

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**Background Papers:-**

None.

For further information please contact Dawn Tribe (Assistant Director Customer, Revenues and Benefits Services) on:-

Phone: 01702 318098

Email: [dawn.tribe@rochford.gov.uk](mailto:dawn.tribe@rochford.gov.uk)

If you would like this report in large print, Braille or another language please contact 01702 318111.

# Comments, Compliments and Complaints Customer Guide



# A Guide to the Comments, Compliments and Complaints Procedure

Rochford District Council aims to deliver a first class service to all its customers. We see all feedback, whether good or bad, as a valuable way for us to learn and improve. Therefore we welcome all comments, compliments and complaints.

## What type of feedback do you have?

### Comment

*These are generally situations which need attention from the Council or a contractor, such as broken playground equipment, and any suggestions about how to improve a service.*

If you make a comment to the Council, this will be logged and passed to the relevant Council department to take action as necessary.

### Compliment

*A positive experience with Council services, where staff have gone over and above the customers expectations.*

Acknowledgement of good service is a very positive way for the Council to learn from customers. Details of all compliments received will be shared with the staff members and teams concerned, as well as at management level.

### Complaint

*Negative experience caused directly by Council policy, staff or work. Occasions where the Council fails to deal with issues effectively and/or within a reasonable timescale*

Our Complaints Procedure is set out on the next page. This gives full details of what to expect once we have received your complaint.

## How to give your feedback to Rochford District Council

You can give us your feedback in the following ways:

**Online:** go to [www.rochford.gov.uk](http://www.rochford.gov.uk) you can provide us with your feedback instantly by completing the online form.

**By email:** you can email [customerservices@rochford.gov.uk](mailto:customerservices@rochford.gov.uk)

**By post:** send us a letter, or complete the customer Feedback Form enclosed – our address details are at the back of this leaflet

**By phone:** you can phone customer services on **01702 318111**.

**Your feedback is very important to us, so if you have any questions or need assistance with completing our Customer Feedback Form please do not hesitate to contact us – our full contact details are on the back of this leaflet.**

## **Complaints Procedure**

The Council recognises that on occasion the standards of service offered might slip below those which you would expect to receive. You may also feel that a decision or action that the Council has taken has adversely affected you.

### **Informal**

If you should become dissatisfied in any way with the Council, we would welcome the opportunity to immediately put things right, you can contact us by phone or visit our offices in Rochford or Rayleigh, but if this is not possible you can email to **customerservices@rochford.gov.uk** who will acknowledge receipt of your complaint

### **Stage 2**

If your complaint is of a serious nature or we have failed to respond to you satisfactorily at the informal stage your complaint will move to Stage 2. The complaint will be logged on our formal complaints log and passed to the relevant service area who will aim to respond to you within five working days of receipt. However, sometimes complaints need more detailed investigation and this may mean we need a little more time before we respond. If there is likely to be a delay in dealing with your complaint, we will always let you know.

### **Stage 3**

If you remain dissatisfied you may ask for a further review to be undertaken. An appropriate Director or Assistant Director who has not previously been involved will then carry out the review, and keep you up to date as to the progress. When the review is complete they will advise you of the outcome.

### **Stage 4**

If we have been unable to resolve your complaint to your satisfaction you can pursue it with the Local Government Ombudsman. The Ombudsman is an independent person who investigates complaints against local Councils. We will provide you with a leaflet explaining how to make a complaint to the Ombudsman when we let you know the outcome of our investigation.

Alternatively this information is available at reception at both the Rayleigh and Rochford Council Offices or on our website **www.rochford.gov.uk**.

**If you would like this information in large print, Braille or another language, please contact 01702 318111.**



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