
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

Background Papers:-

None.

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

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