

**Strategy and Performance**

Services for Children & Young People

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MEMORANDUM

To: Rachel Watson Senior Democratic Support Officer (Scrutiny)

From: Carole Hartley Customer Relations Manager

Cc:

Date: 18.01.10

Subject: Annual Complaints Report 2008 -2009

Annual Complaints Report 2008 - 2009

I was asked at Overview and Scrutiny in November to provide a briefing report giving comparative data on how the service is performing in relation to neighbouring Local Authorities.

I have collated the comparative data provided by neighbouring authorities and this is included in the table below. Several other authorities were invited to contribute but were either unable to provide the data requested or have not responded in time to be included in this report.

As I outlined at the November meeting there is marked difference between authorities in their recording and reporting formats making it very difficult to compare like with like. Further benchmarking between authorities to ensure that we are comparing like with like in the future would be beneficial.

As highlighted at Scrutiny it is important to note that Plymouth has a very positive complaints culture and encourages feedback from customers, this is evident in the number of complaints that are resolved at Stage I and complainants do not feel the need to progress their complaints further through the procedure.

The data shows that Plymouth is marginally behind other authorities in the proportion of stage 1 complaints dealt with within 20 days. This is compounded by the number of complaints we deal with each year. During the next few months we will look at processes and other factors in neighbouring authorities to identify any potential improvements.

Authority	Compliments	Concerns	Stage I	Stage II	Stage III	Stage I Response Times (within 20 Days)
Plymouth	31	61	115	5	0	67.6%
Bristol	N/A	41	58	N/A	N/A	68%
Torbay	27	15	20	4	1	90%
Devon	20	N/A	83	17	6	72%
Bath	N/A	N/A	16	3	1	N/A

Carole Hartley
Customer Relations Manager
18 January 2010