

**REPORT TO: Performance and Policy Review Committee**

**DATE:** 8<sup>th</sup> May 2007

**SUBJECT:** Complaints Analysis : April 2006 – March 2007

**SUMMARY:**

The number of complaints received for the period April 2006 – March 2007 has increased in comparison with the same reporting period last year although of the 37 complaints received, only 10 have been upheld, this being the same number as for 2005/2006.

The standard of complaint acknowledgement and investigation performance remains generally good, with all complaints being responded to within 4 – 5 days.

Approximately the same ratio of satisfaction questionnaires were returned as for the period last year and all complainants are informed that the non-return of a questionnaire indicates that they will be deemed to be satisfied with the way in which the complaint was handled.

At the specific request of Committee, complaints in respect of conduct are attached to this report.

**IMPLICATIONS:**

**OPERATIONAL RISK :** Where appropriate, personnel are reminded of correct procedures by the Officer in Charge

**COMMUNITY RISK** Essential that the service deals effectively with complaints to maintain a positive profile within the community.

**TRAINING:** Issues identified and appropriate action taken by officers in charge.

**H.R :** None

**FINANCE:** Minimal direct costs, but complaints could cost money in terms of liability.

**I.T/COMMS :** None

**EQUALITY & DIVERSITY :** None

**HEALTH & SAFETY** Concerns identified and addressed.

**LEGAL :** None

**RECOMMENDATION:**

That the attached report is noted.

**BACKGROUND PAPERS USED IN PREPARATION OF THIS REPORT**

Complaints and compliments received for the above periods.

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