

Three Rivers District Council

Corporate Management Team Report

January 2023

REPORT TO CORPORATE MANAGEMENT TEAM – JANUARY 2023

CORPORATE COMPLIMENTS & COMPLAINTS – Q3 2022/23

1 Summary

- 1.1 This update provides a summary of the corporate complaints and compliments in Q3 which runs from 1st October 2022 to 31st December 2022.
- 1.2 It will show a breakdown of Stage one, Stage two and LGO complaints received by Three Rivers District Council relating to the above time period.
- 1.3 It will show a list of compliments (when residents re-contacted TRDC to thank/congratulate us for our service) received by Three Rivers District Council relating to the above time period.

2 Customer Complaints Q3 Results

- 2.1 TRDC reported 23 complaints during this period.
- 2.2 23 (100%) were resolved at Stage 1. We had 0 at Stage 2.
- 2.3 12 (52%) were justified. 1 (4%) were partly justified.
- 2.4 During this period the LGO reported they have received 0 complaint against TRDC
- 2.5 TRDC have received 2 LGO Decision Notices this quarter to advise it would not to be investigating these complaints. (complaint reference 22010510 & 22010178)

3 Customer Complaints Q4 Actions & Learning

- 3.1 Q4 Upheld and partly upheld complaints:

Reference	Service	Complaint Summary	Action/Learning
CC461144593	Customer Services / Revenues	Unhappy with waiting times and advice which resulted in Summons being applied to Council Tax account.	Customer Service Centre where not at fault for Summons being applied but are working to bring down call waiting times.
CC461100472	Customer Services	Found caller taker rude.	Customer Service Representative reminded of the Customer Care standards to be adhered to in dealing with any council enquiry from the public.

CC462102611	Environmental Protection	Food bin missed and couldn't report online.	Returned to clear missed food bin and spoke to crews.
CC457999291	Revenues	Lack of response from Council Tax regarded refund.	Refund now processed.
CC458202324	Watersmeet	Poor sound issue.	Referred to 3 rd party and tickets refund processed.
CC458210494	Watersmeet	Poor sound issue.	Production Company offered refund.
CC458705197	Watersmeet	Unhappy with viewing experience.	Justified but no specific outcomes.
CC459975511	Watersmeet	Poor sound issue.	Production Company offered refund.
CC459978041	Watersmeet	Poor sound issue.	Production Company offered refund.
CC459981328	Watersmeet	Poor sound issue.	Production Company offered refund.
CC459983174	Watersmeet	Poor sound issue.	Production Company offered refund.
CC459994416	Watersmeet	Poor sound issue.	Production Company offered refund.
CC460003658	Watersmeet	Poor sound issue.	Production Company offered refund.

4 Customer Compliments Q3 Results

- 4.1 TRDC reported 24 compliments were logged onto Granicus
- 4.2 The highest compliments received where Housing receiving 8 (33%) Development Management received 7 (29%) & Environmental Protection & Customer Service Centre received 3 each respectively (12.5%)
- 4.3 18 (78%) was good quality of service.

5 Customer Complaints Recommendations

- 5.1 Internal Audit have recommend that when a complaint is received, it is not only forwarded to the Head of Service but also to the designated complaints officer within the service. The officer should then immediately log the complaint on Granicus and monitor timescales through to resolution. This would give the designated officer more context into the complaint and allow them to help adhere to the Council's prescribed timescales for dealing with complaints. Additionally, we recommend that when a complaint is resolved this is noted immediately on Granicus to ensure accurate information is available.
- 5.2 To comply with the above point raised by Audit CSC are working with the Digital Team to help in the creation and development of a new Complaints & Compliments form on Granicus. This will be available for the members of the public to raise complaints through our self-service portal. This will instantly log

the complaint on Granicus. Also CSC will have this function on our phone team scripting so if a complaint is taken over the phone again this will instantly log the complaint on Granicus. Complaints received online from MOP will go to a triage stage where a CSC officer will determine if the complaint is a service request or a corporate complaint. If the complaint was taken over the phone then the submitted job will go to the complaints officer of the Department.

- 5.3 Development of process for complaints received via post room or directly to department email addresses and response sent to shut down the job are being discussed and considered.
- 5.4 Internal Audit have also recommend each service receive a breakdown of complaints received to identify and lessons learnt. We will start to send the full report and breakdowns now twice a year in October for Q1&2 & April for Q3&4 to all head of services at the end of each period to fulfil this audit request.
- 5.5 The new complaints and vexatious complaints policies were agreed at P&R on 7th November and is now live.
- 5.6 As stated above work is taking place in the creation of a new Corporate Complaints Procedure. These should be circulated by January 2023.

