

Review of the Corporate Complaints System

Wiltshire County Council

ACTION PLAN

Reference:	\$vbdj53xs.doc – Draft Version 1
Date:	August 2003

Page	Recommendation	Priority 1 = Low 2 = Med 3 = High	Responsibility	Agreed	Comments	Date
Title						
	R1 The Corporate Complaints Procedure should specify that complaints about the conduct of councillors or financial impropriety are not covered.	1	Nina Wilton	Yes	Agree that it should be clear that these two instances are not covered by the procedure. Will use the wording "consider under separate proceeding" in relation to them both.	
	R2 The Corporate Complaints Procedure should state how complaints about policies are handled (although in practice they are not covered by the procedure but are noted on RESPOND).	1	Nina Wilton	Yes	Agree that the procedure should be amended to reflect the way the council deals with complaints about policies.	
	R3 There is no guidance on remedies or financial compensation.	2	Nina Wilton	Yes	Agree that guidance is required. The Local Ombudsman is bringing out some guidance in the next couple of months. The council will use this as a model for their own guidance notes.	
	R4 The council could consider the introduction of handy cards for officers, or other means, which state the definition of a complaint and who to contact in their department if they receive one.	2	Nina Wilton	Yes	Agree that this would be a helpful tool for raising staff awareness.	
	R5 Contractor arrangements should be reviewed to ensure that contractors maintain suitable processes and acceptable standards in dealing with	3				

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	complaints.					
	R6 Contractors should be required to regularly report to the council on the complaints they have received and action taken.	3				
	R7 Subject to available resources, the Council should provide the necessary support to enable the Passenger Transport and CLARENCE sections of the Environmental Services Department to adopt the corporate complaints system.	3				
	R8 The Council should : <ul style="list-style-type: none"> review the support provided by Service Mangers to the Environmental Services Department Complaints Officer review the job description, and capacity for this role. 	2				
	R9 The Council could consider requesting the Corporate Complaints Officer to provide input into the line management process of the departmental complaints officers.	2				
	R10 The council could be more proactive in offering help to schools to set up complaints	2				

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	procedures.					
	R11 The council should ensure that all complaints officers have received training on both the complaints procedure and RESPOND. Refresher training may be appropriate for existing complaints officers.	2				
	R12 The Council should consider: <ul style="list-style-type: none"> distributing more widely the internal guidance on dealing with complaints continuing the related staff training programme. 	2				
	R13 The council should consider monitoring which sections of the community complaints come from. This could be achieved by including a monitoring form on any customer satisfaction survey sent out after the complaint has been dealt with.	2				