

STANDARDS COMMITTEE

8 July 2004

COMPLAINTS STATISTICS

Background

1. At its meeting on 10th June 2004, the Standards Committee received a report on the current status of the council's corporate complaints procedure. The report stated the number of complaints logged on the complaints database since the procedure was introduced.
2. Committee members asked to be advised how this figure was broken down in terms of the stages in the complaints procedure at which complaints were resolved.

Statistical analysis of complaints resolution

3. In the year to 1st April 2004, complaints were resolved as follows:
 - Stage 1 - Local resolution 60.7%
 - Stage 2 - Formal investigation 6.5%
 - Stage 3 - Review Panel 0.1%
 - Stage 4 - Ombudsman 1.3%
4. The balance consists of compliments, concerns and complaints outside jurisdiction. These percentages have remained very stable since this information began to be captured, despite the increase in numbers of reported complaints described in the report to the June Standards Committee meeting.

Risks associated with this report

5. None

Recommendation

6. To ask members of the Committee to note the report.

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Unpublished documents relied upon in the production of this report: None
Environmental impact of the recommendations contained in this report: None