

## **EAST AYRSHIRE COUNCIL**

### **CORPORATE GOVERNANCE COMMITTEE – 9 JUNE 2005**

#### **ANNUAL REPORT – 2004/05: ON COMPLAINTS AND COMMENTS**

##### **Report by the Chief Executive**

### **1. PURPOSE**

- 1.1** To provide the Corporate Governance Committee with information relating to the formal complaints received and resolved by the Council for the period 1 April 2004 – 31 March 2005 (i.e. those complaints that were not resolved to complainants' satisfaction at the first point of contact).

### **2. BACKGROUND**

- 2.1** At its meeting on 23 October 1997, the Council's Policy and Resources Committee agreed the Council-wide complaints and comments procedures to be used by all departments within the Council. These corporate procedures have been kept under review since 1997 and have been updated as required. The procedures were most recently updated in June 2004, to incorporate the recording of complaints of a discriminatory nature and also to collect data on positive comments received by Council departments.
- 2.2** Departments collate statistics on a quarterly basis on the number of complaints received and positive comments received. A corporate summary report is presented to the Council's Corporate Management Team each quarter. An annual report will now be presented to the Council's Corporate Governance Committee.
- 2.3** The Council's "It's Better to Listen" leaflet, first published in 1998, has been updated several times, with the most recent version being printed in October 2004. Changes to the Council's structure and means of contacting the Council have been incorporated into the latest version of the leaflet.

### **3. ANNUAL STATISTICS**

- 3.1** Details of the total number of complaints, improvements made and positive comments received are shown in the table below, for the period 1 April 2004 to 31 March 2005:-

Department	Complaints		Improvements		Positive Comments
	04/05	03/04	04/05	03/04	2004/2005
<b>Corporate Support</b>	0	3	0	0	30
<b>Development &amp; Property Services</b>	22	12	1	3	20
<b>Educational and Social Services:</b>					
Education	12	15	0	0	4
Social Work	13	10	0	0	1
<b>Neighbourhood Services:</b>					
Community Services	21	4	13	0	708
Housing Service*	48	56	0	0	12
<b>Total</b>	<b>116</b>	<b>100</b>	<b>14</b>	<b>3</b>	<b>775</b>

\* includes Building and Works complaints

**3.2** Comparable figures for 2003/04 have been provided.

**3.3** It should be noted that no complaints of a discriminatory nature have been received during the year 2004/05.

**3.4** Executive Directors continue to review systems and procedures in relation to complaints and suggestions received from the public.

#### **4. POLICY IMPLICATIONS**

4.1 None arising directly from this report.

#### **5. LEGAL AND FINANCIAL IMPLICATIONS**

5.1 None.

#### **6. RECOMMENDATION**

**6.1** It is recommended that the Corporate Governance Committee note the annual return for complaints and comments for the period 1 April 2004 to 31 March 2005.

**Fiona Lees**  
**Chief Executive**  
**26 May 2005**

#### **List of Background Papers**

Any member wishing more detailed information is requested to contact the appropriate Executive Director

**IMPLEMENTATION OFFICER:** John Clayton, Head of Corporate Development and Communication 01563 576165