



Report to: Policy & Performance Improvements Committee - 22 July 2024

Director Lead: Deborah Johnson, Director - Customer Services & Organisational Development

Lead Officer: Carl Burns, Transformation and Service Improvement Manager
Tracey Allen, Research & Development Officer

Report Summary	
Report Title	Customer Feedback (Complaints, Suggestion & Praise for the period October 2023 – March 2024 (Half 2 - 2023/24)
Purpose of Report	To present the Customer Feedback half year report
Recommendations	That the Policy & Performance Improvement Committee: a) review the Customer Feedback Report attached at Appendix 1 ; and b) consider the report’s content, identifying areas of good practice and areas for improvement

1.0 **Background**

- 1.1 The Council acknowledges the significance of listening to residents’ views regarding the services they receive. Our customer feedback policy facilitates the capture, investigation, response and learning from customer feedback, contributing to the improvement and development of Council services in the future.
- 1.2 Significant efforts have been made in the past year concerning complaints, policy, procedures, and training. Staff members responsible for handling complaints have undergone comprehensive training, covering complaint responses, our policy, and the role of the Ombudsman.
- 1.3 This report details the feedback received over the second half of 2023/24 and will be presented on a half yearly basis.

2.0 **Proposal/Options Considered**

- 2.1 That the Policy & Performance Improvement Committee review the Customer Feedback Report and provide comment.

3.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.