

<b>Document Name</b>	Customer Feedback Policy
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<b>Date for Review</b>	To be reviewed every two years or in response to changes in relevant legislation and/or other Newark and Sherwood District Council policies, procedures and agreements.
<b>Version Number</b>	<i>DRAFT</i>
<b>Approved by</b>	Senior Leadership Team Homes & Communities Committee Policy & Finance Committee
<b>Responsible Business Manager</b>	Business Manager Customer Services

## **Customer Feedback Policy**

### **1.0 Overview**

- 1.1 The Council recognises the importance of listening to the views of its residents about the service they receive from us.
- 1.2 One of the Council's values is to be "Welcoming and Responsive". To achieve this the Council strives to be approachable, open to feedback and challenge and swift to act. This policy seeks to outline how the Council will achieve this through customer feedback.
- 1.3 This policy provides the Council with the opportunity to capture, investigate, respond and learn from customer feedback to assist with the delivery and shaping of Council services in the future.

### **2.0 Scope of the policy**

- 2.1 This policy is designed to cover compliments, comments and suggestions, and complaints received through any channel related to Council services.
- 2.2 Whilst the Council welcomes all customer feedback, this policy does not cover issues where there is a separate process for reporting a matter to the Council or there is a statutory right of appeal. These include:
  - Requests for a service e.g. reporting a missed bin collection or a repair to a Council property
  - Complaints regarding formal decisions taken by a committee for which there is an existing right of appeal – either within the Council itself or to an independent tribunal
  - Any matter where there is an alternative statutory process or Council appeal process
  - Complaints about Councillors
  - Requests for information or explanations of Council policy or practice.

### **3.0 Principals**

#### **3.1 Compliments**

It is appreciated when a customer takes the time to thank or praise the Council or staff for the service they have received. Compliments provide an additional opportunity for the Council to learn from feedback and gives insight into the drivers of customer satisfaction.

#### **3.2 Comments and Suggestions**

These are welcomed as valuable sources of information as to how the Council could improve the service it delivers. It may not always be possible to implement or make

changes as a result of a customer's comment or suggestion but they are still important as the feedback might influence decisions that the Council makes in the future.

### 3.3 Complaints

A complaint is defined as “an expression of dissatisfaction, **however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents** ~~a Council service~~ which requires a response. This is whether the service is provided directly by the Council or by one of its contractors or partners.

Complaints provide an opportunity for the Council to learn from feedback and gives insight into the drivers of customer satisfaction. The Council uses complaints to review the services it delivers.

The Council acknowledges that customers will at times feel dissatisfied with the service they have received. It is committed to providing all of its customers with a positive experience no matter what the circumstances are. In the first instance, the customer will be encouraged to resolve their issue directly with the staff member or business unit. Where the issue cannot be resolved in the above manner, or where this is not appropriate, the matter will be treated as a formal complaint.

Complaints will not usually be accepted where the event giving rise to the complaint occurred more than six months ago. This is because a significant lapse of time makes a thorough and meaningful investigation more challenging.

The complaint can be made either directly by the complainant or by someone appointed to act on their behalf e.g. friend, relative or a voluntary agency.

- 3.4 The Council has a two stage complaints process with. There is an optional review stage for Council Tenants.

#### **Stage 1**

The complaint will be received and recorded by customer services who will send an acknowledgement within **3 working days** of receiving the complaint.

The complaint will be allocated to the relevant senior officer. The senior officer will where appropriate, speak to the complainant. This enables the manager to:

- Check their understanding of the issue the complainant wants investigating and confirm it is a complaint which the Council can investigate.
- Identify opportunities to resolve the complaint at the earliest opportunity.
- Manage the complainant's expectations and answer any questions about the process.
- Hear the complainant's view of what has gone wrong and how they say it has affected them.

The contact stage between the Council and complainant is valuable. As well as the issues listed above, it is also a way of finding out whether the complainant needs assistance to pursue the complaint and to agree a way of dealing with and responding to the complaint.

The senior officer will conduct a thorough investigation of the complaint and provide a response directly to the customer within **10 working days** of having received the initial complaint.

Where it is not possible to provide a full response within this timescale, prior to the deadline the senior officer will contact the complainant and explain why this is the case and advise of an estimated date of response. This will not exceed a further **10 working days** without good reason.

### **Stage 2**

If the complainant is unhappy with the outcome of the stage 1 complaint they can request it progresses to stage 2. This request must be received by the Council within three months of the stage 1 response being sent.

The stage 2 complaint will be investigated by a Director or Business Manager not involved in the stage 1 complaint. Where appropriate, the Director or Business Manager will contact the complainant to ensure that the nature of the stage 2 complaint is understood and the desired outcome they seek.

The Director or Business Manager will conduct a thorough investigation of the complaint and the response provided at stage 1. The response will be issued within **15 working days** of having received the stage 2 complaint.

Where it is not possible to provide a full response within this timescale, prior to the deadline the Director or Business Manager will contact the complainant and explain why this is the case and advise of an estimated date of response. This will not exceed a further **10 working days** without good reason.

### **Optional for Council Tenants.**

If the complaint is from a tenant in a Council property and the complaint is regarding a matter relating to their tenancy, **and escalates to stage 2 the tenant can choose to request a tenant representative (a member of the Housing Advisory Group) to be involved with the review. This will allow for an objective tenant perspective to be gained when looking for a resolution to the complaint. A visit to the complainant by the tenant with the lead officer will be encouraged as part of this overview. This will be done within the existing time frames as detailed above.**

~~should they remain unhappy with the response to stage 1 and stage 2 then the complainant has a choice of one of the following options:~~

- ~~1. Request a review of the complaint by the Tenants' Panel. The Panel assists with disputes between the tenant and the landlord. They will aim to review the complaint, consider further evidence from the tenant explaining why they think the stage 2 response was incorrect and respond within 20 working days. However this may take longer if there is a delay in convening a Panel. The tenant will be kept informed of any delays.~~

~~or~~

Where the tenant remains dissatisfied with the stage two response, the tenant can take their complaint to the Housing Ombudsman.

### **If the complainant remains dissatisfied – all other complaints**

If after receiving the stage two response, the complainant is still unhappy with the outcome they can refer it to the Local Government and Social Care Ombudsman.

In most circumstances the Ombudsman will expect the complainant to have followed the Council's complaint process. However it is acknowledged that in some very rare cases, there is nothing to be gained from progressing with both stages. In these situations the Ombudsman may be prepared to consider complaints without both stages being completed.

## **4.0 Reporting Feedback**

- 4.1 A customer may feel hesitant in submitting feedback, especially if wanting to make a complaint as they might be concerned in doing so they could receive poor service or suffer unpleasant consequences of their action. It is important for customers to understand that making a formal complaint will not have a detrimental impact on the level of service provided.
- 4.2 An anonymous complaint can be made but it is at the discretion of the relevant Business Manager receiving the complaint whether to investigate it or not. The Business Manager will consider the following when make the decision:
  - Seriousness of the complaint
  - Credibility of the complaint
  - Likelihood of confirming the allegation from attributable sources
  - Whether the allegations have been investigated previously
- 4.3 It is imperative that a customer can submit feedback via any channel
  - Online – via the online form
  - Email
  - To any of our staff including by telephone
  - Letter
  - Social media

The complaint can be made either directly by the complainant or by someone appointed to act on their behalf e.g. friend, relative or a voluntary agency.

## **5.0 Vexatious and persistent complaints**

5.1 There are occasions when a small minority of complainants become persistent complainers or make complaints that are vexatious, in that they persist unreasonably with their complaints, or make a high number of complaints to make life difficult for particular Council employees or the Council in general. This may involve making serial complaints about different matters or continuing to raise the same or similar matters over and over again.

5.2 A copy of the Policy on Unreasonably Persistent Complaints and Unreasonable Complaint Behaviour can be found on the Council's website <http://www.newark-sherwooddc.gov.uk/contactus/>

## **6.0 Review**

6.1 The Policy is to be reviewed every two years or in response to changes in relevant legislation and or other Newark and Sherwood District Council policies, procedures and agreements.