

<p><b>2.3</b></p>	<p><b>Customer Feedback Annual Report – 30 mins</b></p> <ul style="list-style-type: none"> <li>- Cllr Moore introduced the item:</li> <li>- Lots of work going on with Customer Service's and we want to continue to do more work on this area.</li>   <li>- Report shared by Eesa.</li> <li>- 3730 complaints received 23/24 – increase from 22/23.</li> <li>- Less than 1% in proportion.</li> <li>- 383 compliments 23/24 same as 22/23.</li> <li>- Less complaints where upheld. 45% resolved.</li> <li>- Less Ombudsman complaints.</li> <li>- More engagement with lessons learnt forms.</li> <li>- Slightly more Stage 1 have progressed to Stage 2.</li> <li>- Much higher with SLA's with enquiries. Which is positive.</li> <li>- MP and enquiries have met the 10 day response SLA.</li> <li>- Customer Feedback team have good working relationships with the offices.</li> <li>- Children and Education, Housing and Borough Economy are the worst with SLA not achieved.</li> <li>- Recommendations within the pack.</li> </ul> <p>Questions:</p> <ul style="list-style-type: none"> <li>- Cllr Moore – We do need to have an understanding as to why the customer has contacted us in the first place. And saying 'we are sorry you have experienced....'</li> <li>- Cllr Taylor: My question is focused on compliments and complaints. I am heart felt that compliments are added to management for the employee and that they are directed to the staff that receive them but, wonder if there was any scope to set targets to receive more compliments.</li> <li>- Ans – We have done this in the past but can become competitive between staff but we do encourage compliments to be logged as and when they are genuinely received.</li> <li>- Cllr Allcock – Is there any correlation as to how the complaint has been handled in terms of, is it about the services or the policy?</li> <li>- Ans - We do split policy and service complaints when it is taken so we can get data on Policy complaints and how many in comparison to the service ones.</li> <li>- Shokat – one thing we must not loose sight on is that Member enquires have improved in terms of the handling and logging of them, since the portal. I think the workshops and showcases have made this possible. There are still a lot of complaint's that are coming through which we do need to address and we need to incorporate a 'lessons learnt' to try and avoid the same complaints coming through. So, alongside the attitudes</li> </ul>	<p><b>Colette Knight/ /Sean Russell/Eesa Hussain</b></p>
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	<p>etc this needs to be addressed. The key indicator for me is that we need to now focus on how we reduce the number of complaints that are received.</p> <ul style="list-style-type: none"><li>- Cllr Hughes – Standardisation, how do we get MP’s enquiry’s come through?</li><li>- Ans: MPs offices will send an email into the ‘feedback team’ inbox, and then it gets logged.</li><li>- Could they not be standardised into the portal how we log them for example.</li><li>- Ans: A consultation with them would have to be done if we wanted to change this process and certainly we could mention when we meet with them.</li><li>- Cllr Hughes: FOI requests, is there anything that happens or could happen to the same people putting the amount of requests in? Is there anyway we can manage that or are we bound by legal requirements on that?</li><li>- Ans: If the request is new, then we are legally bound to give that information. Legal do get involved for those who do keep sending in Fol’s.</li><li>- Shokat: As we get more confident as an organisation we will be able to shut them down quicker but this is something that will come over time.</li></ul>	
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