

Corporate Governance and Standards Committee Report

Ward(s) affected: All

Report of Joint Strategic Director, Community Wellbeing

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## Complaints Handling Audit Report Actions Update

### **Executive Summary**

In response to a request by the Committee, this report provides an update on the progress against actions identified in the complaints handling audit report.

### **Recommendation:**

The Committee is asked to note the report.

### Reason for Recommendation:

The Committee requested a report on the progress against the audit actions.

**Is the report (or part of it) exempt from publication? No**

### **1. Purpose of Report**

- 1.1 To provide the Corporate Governance and Standards committee with an update on progress being made against the management actions identified in the complaints handling audit report.

### **2. Background**

- 2.1 An audit was undertaken in August 2022 focusing on complaints handling. From this report there were a range of management actions that were recommended for implementation.
- 2.2 The nature of audits means that the data that was reviewed was retrospective and many of the issues identified and resulting actions in the audit report had already been identified by the organisation prior to the audit and steps had begun to undertake improvements.

- 2.3 The recommended audit actions are still under way so this report provides an update on progress related to this.
- 2.4 Appendix 1 provides statistics related to complaints and Appendix 2 provides an update of progress against the recommended audit actions.

### **3. Financial Implications**

- 3.1 There are no financial implications arising from this report.

### **4. Legal Implications**

- 4.1 There are no legal implications arising from this report.

### **5. Risks**

- 5.1 There is a risk that if resource cannot be secured to support complaints within the organisation, then we may not be able to make the level of improvements we would desire in this area.
- 5.2 There is a risk that the current complaints system cannot be upgraded to support the process as required and investment would then be required into alternative solutions.
- 5.3 There is a risk that there is not organisational buy in to support the changes required to achieve the audit actions.

### **6. Human Resource Implications**

- 6.1 There are no HR implications arising from this report.

### **7. Equality and Diversity Implications**

- 7.1 There are no Equality and Diversity implications arising from this report.

### **8. Climate Change/Sustainability Implications**

- 8.1 There are no climate change/sustainability implications arising from this report.

### **9. Conclusion**

- 9.1 The committee is asked to note the progress against the audit actions.

### **10. Background Papers**

None

### **11. Appendices**

Appendix 1: Statistics related to complaints received  
Appendix 2: Update on progress against the recommended audit actions