

Customer Feedback

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25th February 2014



Customer Feedback Report

Key Ombudsman Principles

- Accessibility
- Communication
- Timeliness
- Fairness
- Creditability
- Accountability

Key Elements of Council Arrangements

Customer raises complaint by:

- Leaflet/letter
- Website/online form
- Telephone
- Visit
- Acknowledge within 5 days
- Respond within 20 days
- Right of appeal to senior manager/AD
- Further appeal stage to Chief Executive
- Numbers reported through Corporate P.M.

Feedback from Ombudsman

- 25 complaints made to LGO during 12/13
- Nearly half the Met Council average of 49
- Reduced from 37 in previous year
- No complaints upheld

Key Areas for Improvement

- Improve access to information for staff
- Improve visibility on the Council website
- Tackle fragmented system for recording complaints activity
- Improve performance management
- Review training provision

Development Taken Place

- Implemented single corporate feedback system
- Improved performance reporting capability
- Website & leaflet redesigned
- Internal guidance reviewed for members and staff
- Use of community forums
- Specialist training support

Future Performance Reporting

Customer feedback

- Compliments
- Complaints
- Process handling
- Data set analysis

Customer Feedback categories

There are six reporting categories for Customer Feedback

- Service delivery
- Service quality
- Policy & Procedure
- Staff attitude
- Multiple
- Third party

Customer feedback

Headline Summary

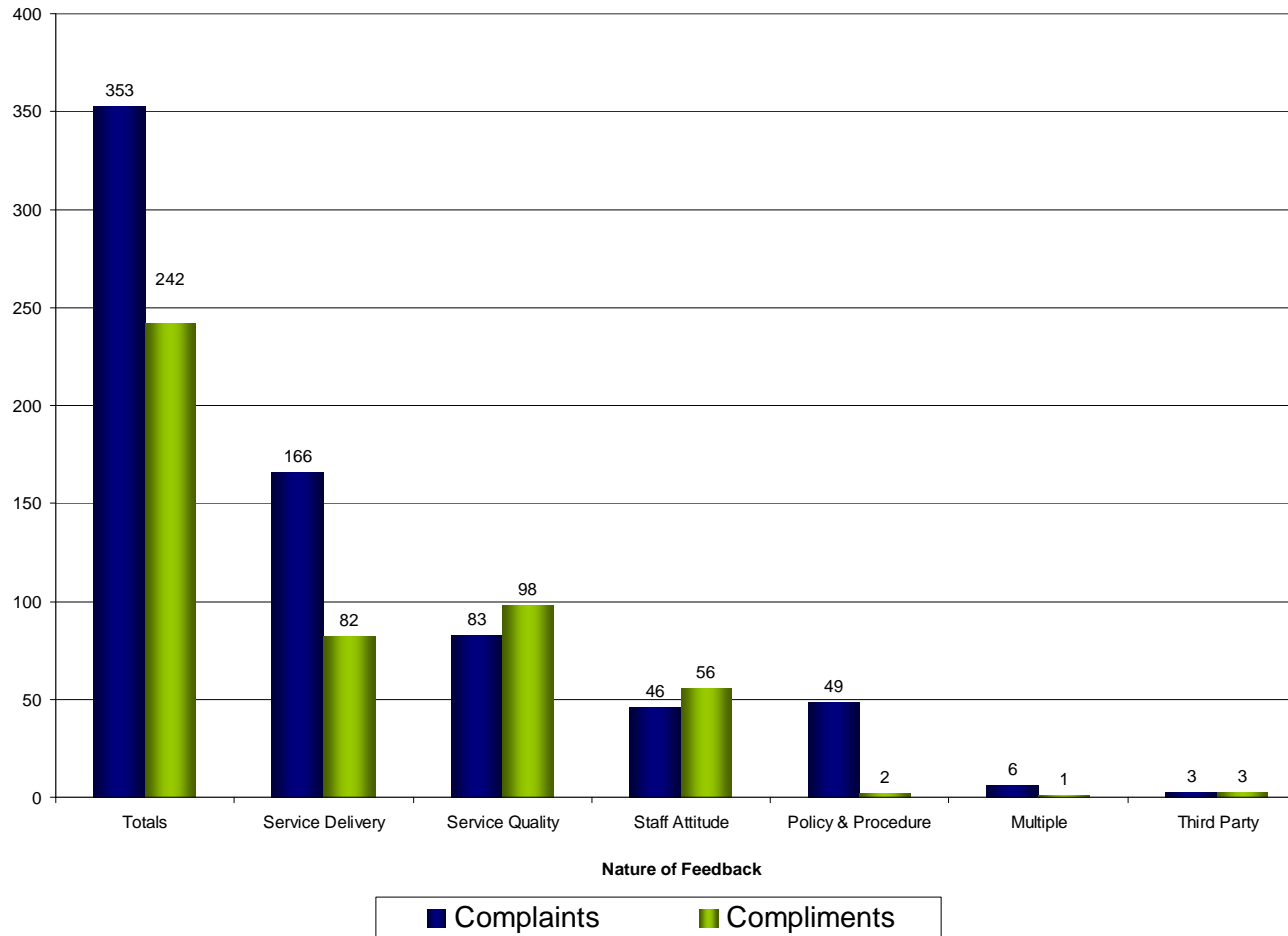
- Total number of compliments
- Total number of complaints

Complaints Handling

- % of complaints acknowledged in 5 working days
- % of complaints responded in 20 working days
- % of complaints upheld

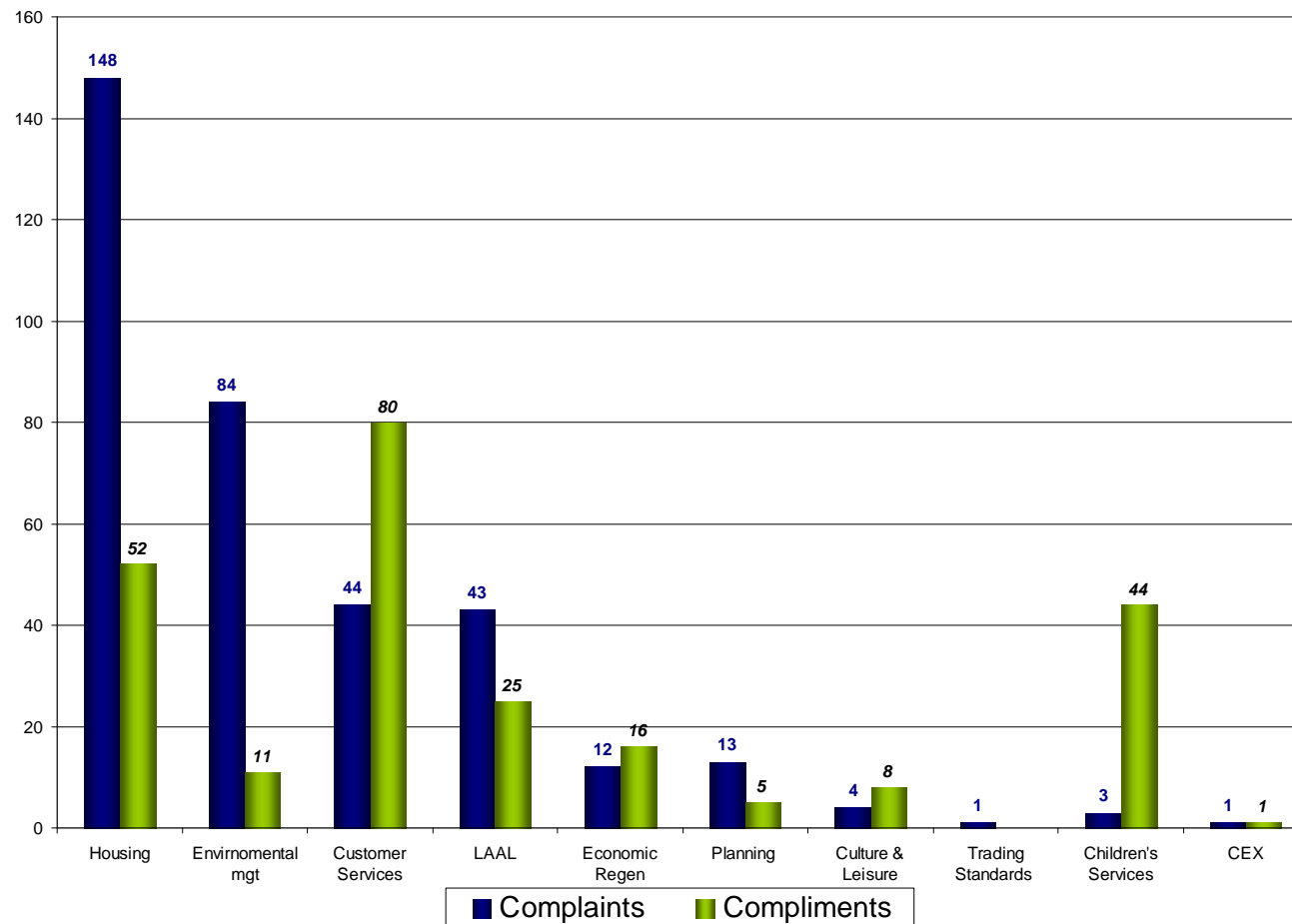
Customer Feedback

Customer Feedback by Category



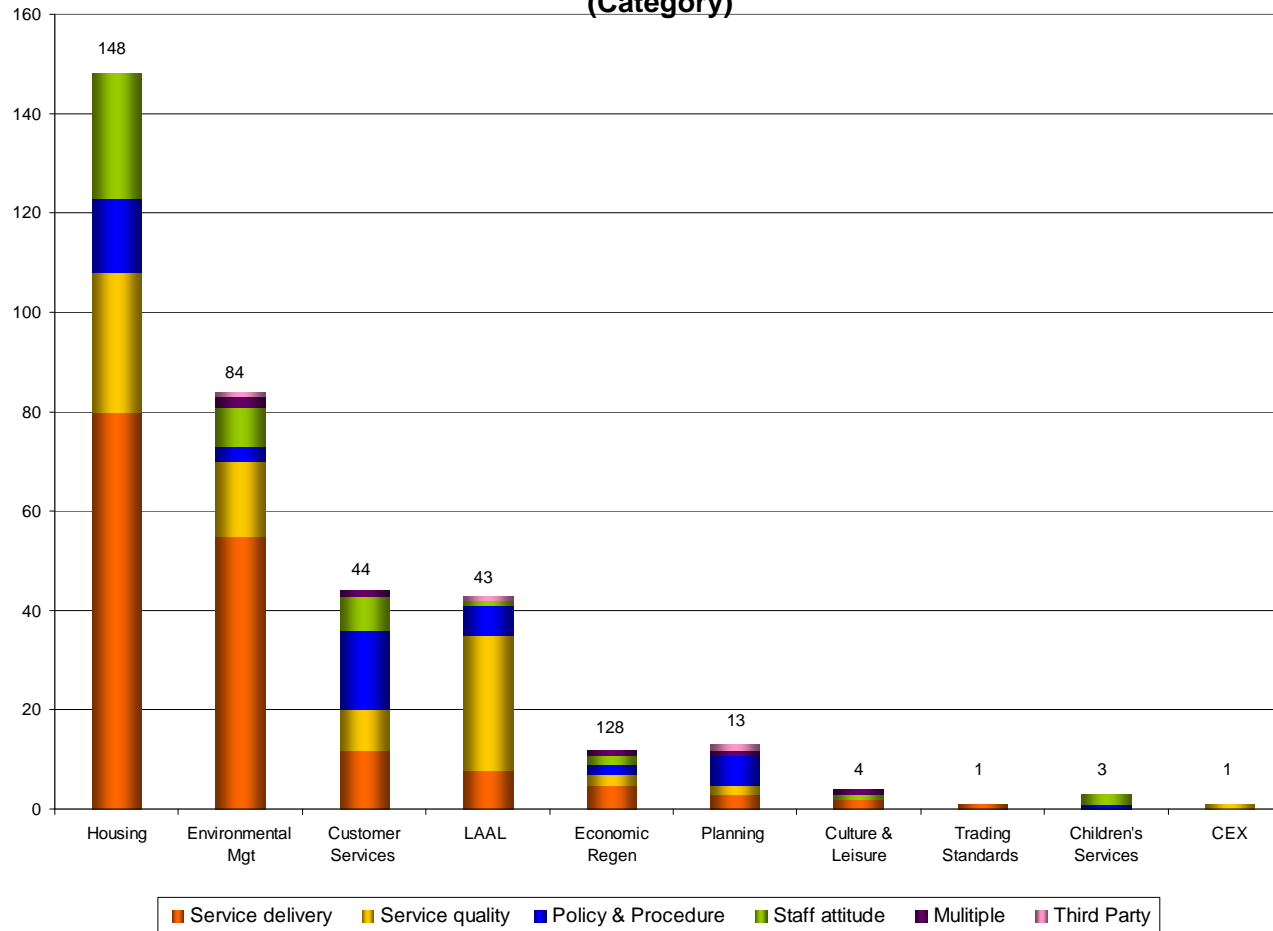
Customer Feedback

Customer Feedback: By Service provider



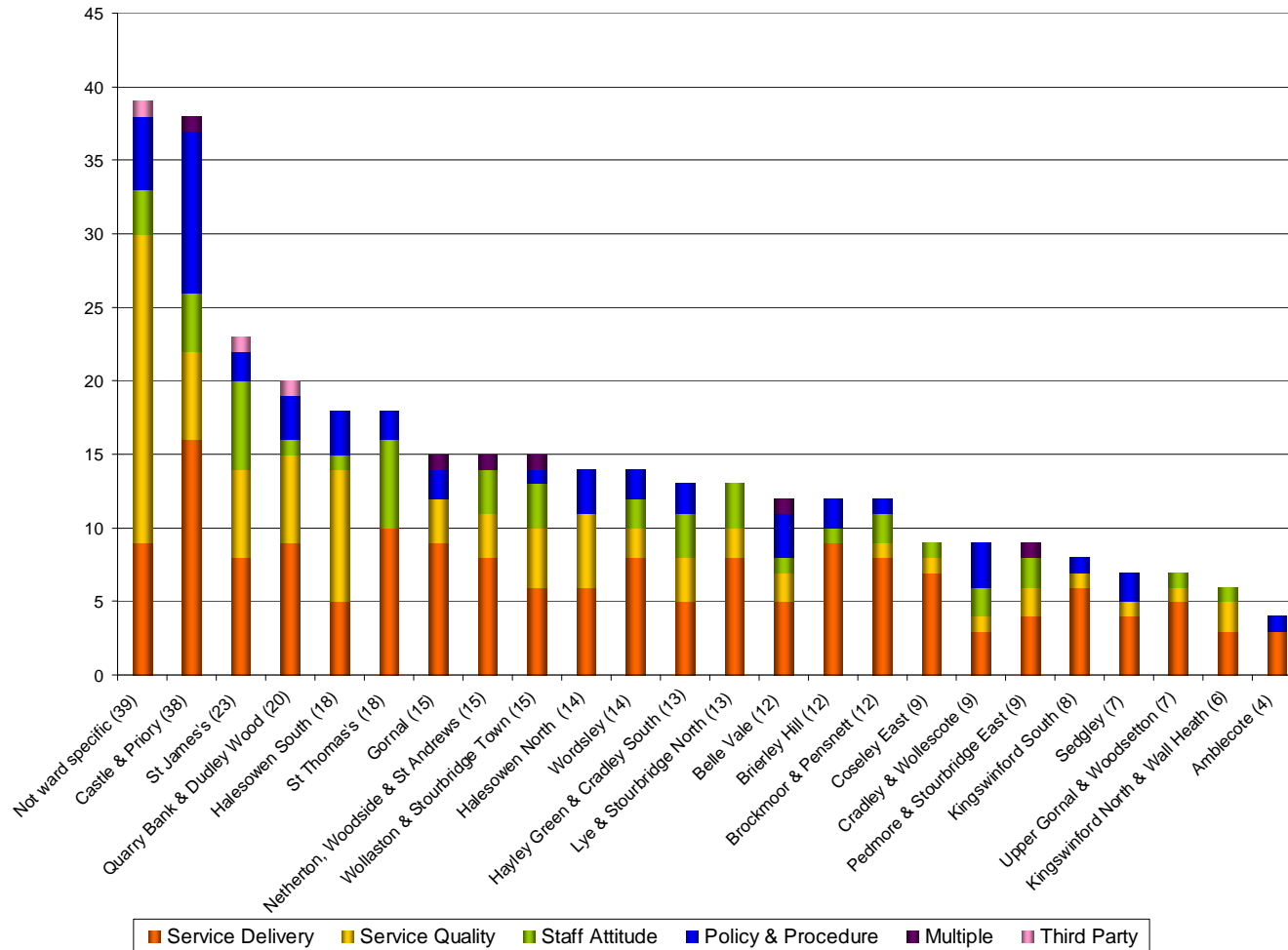
Complaints

Service provider and the Nature of Complaint
(Category)



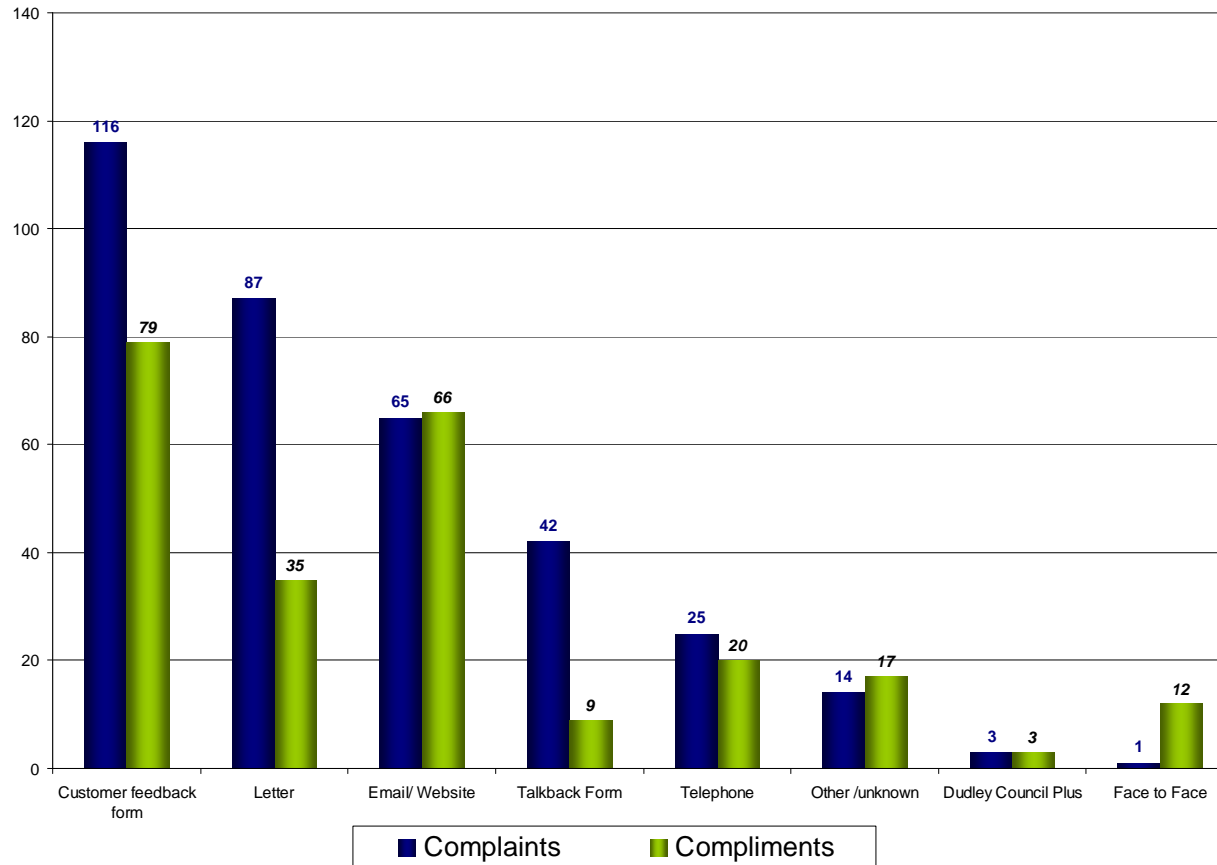
Complaints

Nature of complaints for each Ward



Method of Communication

Customer Feedback: Method of Communication



Reporting Frequency?