

MINUTE OF EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE – 21 OCTOBER 2021

56 **CUSTOMER FEEDBACK POLICY**

Consideration was given to the report of the Corporate Director of Transformation and Resources as contained on pages 433 to 456 of the Book of Reports which was to seek approval of the new Customer Feedback Policy (previous Complaints Policy).

The Customer Experience & Communications Manager outlined the report and explained that the current complaints process had been in place since 2015.

She informed that a review had been undertaken to ensure the policy is up to date, meets good practice guidance of the Local Government & Social Care Ombudsman and the expectations of the Ministry of Housing Communities and Local Government White Paper published in November 2020, which sets out clear expectations for landlords in relation to handling complaints and evidence of learning. As such, activities were undertaken as part of the review, to develop the Customer Feedback Policy which are detailed at Appendix 2 of the report.

She went on to inform that the number of stages has reduced from three to two and once approved, the Website / Intranet would be updated in line with new procedure.

It was also noted that data will be analysed to identify trends, to improve or change services as required. Learning from complaints will be documented and published on the Council's Website which will evidence delivery of the Council's 'We Will' statement of 'Listen and provide feedback to customers about how their views have improved services'.

The Committee welcomed the excellent report. It was also recognised that it was important to promote positive feedback as well.

RESOLVED: That the new Customer Feedback Policy be supported by the Committee and presented to Cabinet for approval.