

TO: **RESOURCES SCRUTINY COMMITTEE - 7 JANUARY 2003**

SUBJECT: **COMPLAINTS PROCEDURE**

FROM: **MEMBERS' AND CUSTOMER SERVICES**

1. **PURPOSE OF REPORT**

1.1 To inform Members of the Council's complaints procedure.

2. **BACKGROUND**

2.1 At its meeting held on 5 November 2002, the Committee asked for a report on the Council's complaints procedure.

2.2 A short description of the procedure is attached together with a leaflet which is issued to members of the public.

2.3 A total of 59 complaints have been received between 1 January 2002 and 17 December 2002 (when this report was written) and printout from the Council's complaints system is attached showing details of complaints for each unit. The printout indicates whether the complaint was found to be justified or not and shows when the target response times were not met. Also attached is a print out of those complaints which went to stage 3.

2.4 A chart, comparing the total number of complaints for each unit this year with the previous two years is also attached.

3. **DECISION REQUIRED**

3.1 Members are asked to note the report and decide whether they require any further information on the complaints procedure.

Colin Tubbs
Senior Committee Services and Licensing Officer

BACKGROUND PAPERS

Nil

Areas in the District affected: N/A

Executive Portfolio Area and Holder: Corporate and Strategic Leadership, Councillor Crowther

For further information about this report please contact:

Contact Officer: Colin Tubbs
Tel: (01926) 456101 (Direct Line)
E-mail: ctubbs@warwickdc.co.uk