



STANDARDS REPORT

Date Written	12 th June 2019
Report Author	Carys Kennedy
Exempt/Non Exempt	Non Exempt
Committee Date	5 th July 2019

To: Chair, Ladies and Gentlemen

ANALYSIS OF DATA IN RESPECT OF CORPORATE COMPLAINTS RECEIVED BY THE AUTHORITY

1.0 SUMMARY OF THE REPORT

- 1.1 The Committee agreed at its meeting on 4th September 2015 that part of its regular work programme would include a consideration of data in respect of complaints made against the Authority.
- 1.2 This information is summarised within this report to enable the Committee to debate the number of complaints made and upheld and give consideration to any issues that arise as a result of that and to determine whether any further action needs to be taken.

2.0 RECOMMENDATIONS that:

- 2.1 The Committee debates the information contained within the report.

3.0 INTRODUCTION AND BACKGROUND

- 3.1 At the Standards Committee on the 4th September 2015 it was recognised that provision needs to be made for there to be consideration of data in respect of complaints made against the Council annually with a view to identifying any trends or issues that need to be addressed.

- 3.2 It was agreed that the Monitoring Officer would produce that information to be considered and debated and that a decision would then be made as to what action if any should be taken.
- 3.3 This report therefore contains data covering the periods 2017/18 and 2018/19 (which is the most up to date figures that the Complaints Department hold) and gives details of the number of complaints made, the number upheld together with a breakdown into service areas.

If a complainant has exhausted the complaints process and remains dissatisfied with the actions of the Local Authority then (s)he is able to complain to the Public Service Ombudsman for Wales (PSOW) and information about those matters will be reported to Committee separately.

4.0 DATA IN RESPECT OF COMPLAINTS

- 4.1 I therefore list below current data in respect of corporate complaints for the 2017/18 financial year:

Corporate Complaints Outcomes 2017/18 and 2018/19

	2017/18	2018/19
Total Complaints	237	256
Upheld	86	91
Not upheld	104	96
Part upheld	27	15
Misc. (unable to proceed due to various reasons)	20	10
No response of outcome from Manager/Department	Not recorded	36
Withdrawn		1
Referred to Insurance Department		7

Broad Breakdown of Areas:

	2017/18	2018/19
Anti Social	2	2
Blue Badge	4	1
Building Control	1	
Bulky Waste	3	3
Business Rates	2	
Cemeteries	2	2
Commercial Waste		1
Communications		1
Contact Centre		3
Council Tax	7	11
Council Tax/Contact Centre		3

	2017/18	2018/19
Councillors	2	
Data Protection		1
Democratic Services	2	4
Dog Fouling	6	1
Education	8	2
Environmental	19	9
Estates	2	2
Fly Tipping	11	6
Freedom of Information		1
Green Waste	4	3
Grounds Maintenance	1	
Health and Safety	1	
Highways	23	40
Housing	5	11
Insurance	1	
Licensing	1	7
Lifeline	1	
Merthyr Tydfil Leisure Trust		3
Misc.	3	
Parking	23	14
Parks	8	4
Planning	1	2
Recycling/Refuse	65	96
Recycling Centre		8
Rights of Way	1	1
School Transport	2	1
Scrutiny Committee	1	
Staff	8	5
Street Cleansing	3	1
Street Lighting	2	4
Town Centre Regeneration	4	
Trading Standards	5	1
Website	2	2
Welsh Language	1	
Total	237	256

5.0 DECISION REQUIRED

5.1. Committee is asked to consider the information provided.

CARYS KENNEDY
MONITORING OFFICER

BACKGROUND PAPERS

Title of Document(s)	Document(s) Date	Document Location
Data from Complaints Department	June 2019	Complaints Department
Does the report contain any issue that may impact the Council's Constitution?		No