



## **STANDARDS REPORT**

Date Written	8 <sup>th</sup> June 2021
Report Author	Carys Kennedy
Exempt/Non Exempt	Non Exempt
Committee Date	16 <sup>th</sup> July 2021

*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 4<sup>th</sup> 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.
- 1.3 At the Standards Committee on the 29<sup>th</sup> January 2021, Members requested that a report be scheduled to this meeting outlining data for the financial years 2019/20 and 2020/21 so that Members can compare the data over a 2 year period.

#### **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 4<sup>th</sup> 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 2019/20 and 2020/21 (which is the most up to date figures that the Complaints Department hold) and gives a list of the outcomes of these complaints together with a breakdown into service areas in Stage 1 and Stage 2 of the Complaints process.
- 3.4 In the first instance, a complaint will be sent directly to the Manager of the department, which is Stage 1 of the complaints process, who will in turn be asked to look into the complaint and hopefully resolve the issue within the service. However on occasions when a complaint has not been resolved, it will then be referred to the Head of Service/Senior Management which is then known as a Stage 2 complaint.
- 3.5 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 2019/20 and 2020/21 financial years:

##### **Corporate Complaints Outcomes 2019/20 and 2020/21**

	<b>2019/20</b>	<b>2020/21</b>
<b>Total Complaints</b>	<b>334</b>	<b>402</b>
Investigation Discontinued	5	9
Investigation not Merited	8	27
No response of outcome from Manager/Department	42	46
Not Upheld	115	126
Resolved by Frontline	13	61
Service not provided by Local Authority	20	13
Upheld	123	118
Withdrawn	8	2

Broad Breakdown of Areas:

Stage 1

	2019/20	2020/21
Animal Welfare	1	
Anti Social		4
Benefits		3
Bereavement Services	1	
Blue Badge		3
Building Service	1	
Bulky Collection		5
Bus Pass	3	
Bus Stop		1
Business Grants/Rates		2
Car Park		1
Cemeteries	2	3
Corporate Communication	1	
Community Safety	3	1
Contact Centre	19	4
Council Tax	20	29
Councillors	2	1
Covid 19		10
Data Protection	1	3
Democratic Services	1	1
Dog Waste/Bins	5	2
Education	8	6
Environmental	12	10
Estates		1
Finance	1	6
Fly Tipping	14	12
Freedom of Information	1	
Grass Cutting/Waste	17	16
Highways	38	23
Homeless		2
Housing	13	16
HR		2
Insurance		1
Licensing	1	1
Lifeline	2	1
MT Leisure Trust/Centre	4	1

### Stage 1 (Cont'd)

	2019/20	2020/21
Merthyr Valleys Homes		1
Parking	10	6
Parks	3	7
Planning	13	7
Public Toilets	1	
Recycling	61	99
Recycling/Refuse	5	
Recycling Centre	10	10
Refuse	26	40
Regeneration	2	3
Registrar	1	
Rights of Way		1
School Fines	2	
School Transport	1	9
Staff	12	20
Street Cleansing	5	1
Street Lighting	4	4
Telephone System	3	
Town Centre		3
Trading Standards	1	5
Trees	1	
Uniform Grant	1	
Website	1	

### Stage 2

	2019/20	2020/21
Anti-Social		1
Blue Badge		1
Bus Stop		1
Business Grant		1
Environmental		1
HR		1
Parking		1
Planning		2
Recycling		1
Refuse		1
Regeneration		1
Staff		3

## 5.0 DECISION REQUIRED

5.1. Committee is asked to consider the information provided.

**CARYS KENNEDY**  
**MONITORING OFFICER**

<b>BACKGROUND PAPERS</b>		
<b>Title of Document(s)</b>	<b>Document(s) Date</b>	<b>Document Location</b>
Data from Complaints Department	June 2021	Complaints Department
<b>Does the report contain any issue that may impact the Council's Constitution?</b>		<b>No</b>