

## STOCKPORT COUNCIL

### REPORT TO CABINET– SUMMARY SHEET

**Subject:** 2019-20 Complaints Report

---

**Report to Cabinet**

**Date:** 28 July 2020

---

**Report of:** (a) Cabinet Member for Citizen Focus & Engagement

---

**Key Decision:** (b) N

---

Forward Plan  General Exception  Special Urgency  (Mark with a Y if applicable)

---

**Summary:**

The purpose of this report compares complaints received in 2019/20 with the previous year's complaints.

- Overall, there has been an increase in complaints received in 2019/20, compared with the previous year
- Stage 1 and Stage 2 Corporate Complaints in particular increased this year
- 37% of Stage 1 Corporate Complaints were either upheld or partially upheld in 2019-20, compared with 28% in 2018/19
- 36% of Stage 2 Corporate Complaints were either upheld or partially upheld in 2019-20, compared with 24% in 2018-19.
- There was a slight drop in response times to complaints this year at Stage 1 and Stage 2
- Statutory Adult Social Care and Children's Social Care Complaints dropped this year
- The Local Government and Social Care Ombudsman upheld 8 complaints this year, compared with the same number in the previous year. No public reports were issued this year, compared with 1 public report in 2018-19
- This year, a project was undertaken with support from the DbD team to improve the online experience of customers who raise service requests, as well as complaints using the online complaints form. Officers also received training in effective complaint handling and dealing with vexatious and difficult customers. Refresher training was also delivered on using Verint – the corporate case management system, in order to ensure complaints were handled in accordance with the complaints policy, and delays were avoided wherever possible
- The council and Stockport Homes continue to provide evidence of lessons learnt from complaints, as detailed in section 8 of the report

**Comments/Views of the Cabinet Member: (c)**

---

**Recommendation(s) of Cabinet Member: (d)**

Cabinet is asked to:

- Review performance information contained in this report, and
  - Comment on the performance measures reported and suggest any additional information that might be collected in future.
- 

**Relevant Scrutiny Committee** (if decision called in): **(e)**  
Corporate, Resource Management & Governance

---

**Background Papers** (if report for publication): **(f)**

Contact person for accessing  
background papers and discussing the report

**Officer:** Anwar Majothi  
**Tel:**0161 474 3182

---

**'Urgent Business': (g)**

**No (Please circle)**

**Certification** (if applicable)

This report should be considered as 'urgent business' and the decision exempted from 'call-in' for the following reason(s):

The written consent of Councillor \_\_\_\_\_ and the Chief Executive/Monitoring Officer/ Borough Treasurer for the decision to be treated as 'urgent business' was obtained on /will be obtained before the decision is implemented.

---