

**STOCKPORT COUNCIL**

**REPORT TO CABINET- SUMMARY SHEET**

**Subject:** Annual Complaints Report 2022/23

**Report to Cabinet**

**Date: 19 September 2023**

**Report of: (a)** Cabinet Member for Finance & Resources

**Key Decision: (b)** No

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

**Summary:**

The purpose of this report is to provide an overview of complaints handled by the council and give examples of lessons learnt from complaints during 2022-23.

This report includes complaints received by the local authority that are managed by service managers across the council and the Complaints Team.

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

A significant amount of work has gone into to improving complaints processes and information over the last year. The robust data in this report illustrates the strides that have been made in monitoring, managing and applying complaints processes in a way that gives CLT and members useful insights into resident experience and into opportunities to improve. The level and accuracy of this picture also allows benchmarking of performance, which is contained throughout, and evidences a 'lessons learned' continuous improvement approach.

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

The Cabinet is recommended to:-

- (1) Note the information contained in the Annual Complaints Report
- (2) Note the positive progress being taken to improve complaints handling across the council

**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:** Mark Glynn/Emma Handby  
**Tel:** 07976 804099/ 07800 618537

**'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.

---