



## **DISABLED PEOPLE'S ADVISORY COMMITTEE**

**2 March 2006**

Report of the Corporate Director of Corporate and Adult Social Services and Deputy Chief Executive

### **Feedback on the Corporate Complaints Procedure**

#### **RECOMMENDATION**

1. That the Disabled People's Advisory Committee:
  - a) Considers the current Corporate Complaints Procedure
  - b) Informs the Corporate Complaints Officer of any amendments/improvements that the Committee considers should be incorporated in the revised procedure.

#### **SUPPORTING INFORMATION**

- 2.1 The current Corporate Complaints Procedure was introduced in April 2003. The aims of the procedure are to:
  - Provide a simple way in which members of the public can complain about Council services
  - Ensure that complaints are properly investigated, are responded to within a reasonable period of time, and, where necessary, that the Council takes the appropriate action to resolve the matter that has been complained of
  - Ensure that the Council learns from complaints and where appropriate takes action to improve its services
- 2.2 A copy of the current Corporate Complaints procedure is contained in Appendix 2 of this report.
- 2.3 It is intended to revise the Corporate Complaints procedure and the Committee is asked to indicate any amendments/improvements that members consider should be incorporated in the new procedure.

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<b>Background papers:</b>	Appendix 1 – Implications
<b>List of appendices:</b>	Appendix 2 – The Council's Corporate Complaints Procedure

<b>IMPLICATIONS</b>
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**Financial**

1. None arising from this report.

**Legal**

2. None arising from this report.

**Personnel**

3. None arising from this report.

**Equalities impact**

4. An effective Corporate Complaints Procedure is of benefit to all Derby people.

**Corporate Objectives, Values and Priorities**

5. This report has the potential to link with all the Council's Corporate Objectives, Values and Priorities: