



Corporate Complaints

SUMMARY

- 1.1 The purpose of the report is to summarise the performance of all complaints and also provide the background to the recent changes to processes for corporate complaints and the introduction of the Lagan Customer Relationship Management (CRM) system which has significantly changed the way feedback from customers is captured and reported against.
- 1.2 A presentation will be delivered by the Performance and Improvement Team.

RECOMMENDATION

- 2.1 To note the implementation of recommended changes to how Lagan is used to manage feedback.

REASON FOR RECOMMENDATION

- 3.1 To ensure that all feedback is captured accurately and responded to within timescales and that any changes to the process does not affect performance, customer satisfaction or the Council's reputation.

SUPPORTING INFORMATION

- 4.1 The presentation to members will principally cover the following areas:
 - How we are currently performing in responding to complaints
 - Current processes used to capture complaints
 - Planned changes to processes and systems in order to capture all feedback including comments and compliments

OTHER OPTIONS CONSIDERED

- 5.1 Not applicable

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Service Director(s) Other(s)	Not Applicable Not Applicable Not Applicable Gordon Stirling, Director of Strategic Services and Transformation Heather Greenan, Head of Performance and Improvement
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IMPLICATIONS

Financial and Value for Money

1.1 Not applicable

Legal

2.1 Not applicable

Personnel

3.1 Not applicable

Equalities Impact

4.1 Not applicable

Health and Safety

5.1 Not applicable

Environmental Sustainability

6.1 Not applicable

Asset Management

7.1 Not applicable

Risk Management

8.1 Not applicable

Corporate objectives and priorities for change

9.1 Not applicable

