

Committee(s): Audit & Scrutiny Committee	Date: 8 March 2022
Subject: Formal Complaints & Performance Indicator Working Group	Wards Affected: All
Report of: Steve Summers, Strategic Director (Deputy Chief Executive)	Public
Report Author: Name: Steve Summers, Strategic Director (Deputy Chief Executive) Telephone: 01277 312500 E-mail: steve.summers@brentwood.gov.uk	For Decision

Summary

This report submits the report and recommendations of the Formal Complaints and Performance Indicators Working Group for consideration by the Audit & Scrutiny Committee.

Recommendation(s)

Members are asked to:

R1. To note the Formal Complaints and Performance Indicators Working Group report, as attached at Appendix A, and agree the recommendations contained within it.

Main Report

Introduction and Background

1. The Committees Terms of Reference include responsibility for the monitoring of Council service performance including Performance Indicators and Formal Complaints.

Reasons for Recommendation

2. To ensure the Council provides quality customer services.

References to Corporate Plan

3. The priority of 'Delivering an efficient and effective council' includes the delivery of quality customer services. An effective scrutiny function of customer complaints and service performance is an essential element of that priority.

Implications

Financial Implications

Jacqueline Van Mellaerts, Corporate Director (Finance & Resources)
01277 312829/jacqueline.vanmellaerts@brentwood.gov.uk

4. There are no direct financial implications from this report.

Legal Implications

Amanda Julian, Corporate Director (Law & Governance) and Monitoring Officer
01277 312705/amanda.julian@brentwood.gov.uk

5. The Council is required to have a complaints procedure, to ensure transparency and accountability it is good governance for the Council to report on the complaints and performance indicators.

Economic Implications

Phil Drane, Corporate Director (Planning & Economy)
01277 312610/philip.drane@brentwood.gov.uk

6. There are no direct economic implications from this report.

Background Papers

None

Appendices to this report

- Appendix A: Formal Complaints and Performance Indicator Working Group Report