



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

30th September 2020

Report of

Assistant Chief Executive and Chief Digital Officer - K Jones

Matter for Decision

Wards Affected: All Wards

Corporate Comments, Compliments and Complaints Policy

Purpose of the Report

1. The purpose of this report is to ask Members to consider and approve a revised Corporate Comments, Compliments and Complaints Policy which has been amended to reflect a number of changes and improvement issues identified over the last year.

Background

2. The purpose of the Corporate Comments, Compliments and Complaints Policy is to ensure a consistent approach for the handling of comments, compliments and complaints across the council.

3. The Policy has been amended to reflect the following changes and improvement issues identified over the last year:
 - The implementation of the Complaints Standards Authority (CSA) for Wales powers.
 - Relevant recommendations from Internal Audit Report 31 – Complaints & Compliments Processes (November 2019).
 - General Data Protection Regulations (GDPR) - clarifies how allegations of criminal activity, financial impropriety and serious employee misconduct are dealt with if these arise as part of the corporate complaints process.
 - The Equality Act 2010 requires reasonable adjustments to be considered for disabled people if they have a physical or mental impairment that has a substantial and long term negative effect on their ability to do normal daily activities. The policy has been amended to enable reasonable adjustments to be considered to overcome a possible disadvantage within the corporate complaints procedure and determine whether such an adjustment is reasonable. These changes align with the Equality Act 2010 requirement for public bodies to anticipate the needs of people with various protected characteristics and to plan and deliver accessible services accordingly. A programme of refresher staff training with the assistance of MIND and UNISON has been delivered to support this requirement.
 - Provides information on how Welsh language complaints are dealt with.
4. In addition to the above amendments to the Policy the following work has also been undertaken to ensure a consistent approach for the handling of comments, compliments and complaints across the council:

- Staff guidance has been updated to include disability related reasonable adjustments needs within complaints processes, complimented by refresher staff training.
- The Unreasonable/Persistent Behaviour Policy in relation to complaint dealings and particularly covert recording staff guidance has also been amended, complimented by refresher staff training.

Financial Impacts

5. There is no financial impact associated with this report

Integrated Impact Assessment:

6. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010), the Welsh Language Standards (No1) Regulations 2015, the Well Being of Future Generations (Wales) Act 2015, and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in-depth assessment is not required.

Valleys Communities Impacts

7. There are no impacts associated with this report

Workforce Impacts

8. The proposed amendments /recommendations contained in the amended policy in relation to staffing matters complies with employment legislation and the Council's own employment policies.

Legal Impacts

9. There are no legal implications associated with this report

Risk Management Impacts

10. No impact

Consultation:

11. There is no requirement for external consultation on this item

Recommendations

12. For Members to approve the amended Corporate Comments, Compliments and Complaints Policy attached at Appendix 1.

Reasons for Proposed Decision:

13. To ensure the Council has a consistent approach for the handling of comments, compliments and complaints across the Council.

Implementation of Decision:

14. The decision is proposed for implementation after the three day call in period'

Appendices:

15. Appendix 1 - Corporate Comments, Compliments and Complaints Policy

List of Background Papers:

16. None

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