

Y PWYLLGOR SAFONAU
9FED MEDI 2016

CWYNION A CHANMOLIAETH

Yr argymhellion / penderfyniadau allweddol sydd eu hangen:
Nodi'r adroddiad

Y rhesymau:

Mae cynnwys yr adroddiad hwn yn rhan o faes gorchwyl y Pwyllgor.

Argymhellion / Sylwadau'r Pwyllgor Craffu:

Ddim yn berthnasol

Angen i'r Bwrdd Gweithredol wneud penderfyniad NAC OES

Angen i'r Cyngor wneud penderfyniad NAC OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:- Y
Cynghorydd E Dole (Arweinydd y Cyngor)

Y Gyfarwyddiaeth:

Y Prif Weithredwr

Enw Pennaeth y Gwasanaeth:

Linda Rees-Jones

Awdur yr Adroddiad:

Robert Edgecombe

Swyddi:

Pennaeth Gweinyddiaeth a'r
Gyfraith

Rheolwr Dros Dro y
Gwasanaethau Cyfreithiol

Rhifau ffôn:

01267 224018

Cyfeiriadau E-bost:

RJEdgeco@sirgar.gov.uk

**EXECUTIVE SUMMARY
STANDARDS COMMITTEE
9TH SEPTEMBER 2016**

COMPLAINTS AND COMPLIMENTS

The authority received 501 complaints during 2015/2016, compared to 573 in 2014/2015. This represents a continuing trend which has seen the number of complaints reduce from 727 in 2012/2013.

A total of 463 complaints were responded to during the year, including a number carried over from the previous municipal year.

The number of cases responded to within the required time period fell from 66% to 62%, reversing the previous trend.

Owing to significant departmental re-organisations during the relevant period it is difficult to make direct comparisons with previous years. However the new Environment Department (which includes planning and waste services) continues to account for the majority of complaints, followed by the new Communities Department, which will also be responsible for a proportion of the Statutory Complaints referred to in the report.

The number of compliments received fell slightly from 545 to 542 with the Communities and Environment Departments accounting for 78% of the compliments received.

A detailed analysis of complaints and compliments received by department is set out in the attached report.

The Committee is asked to note the report.

DETAILED REPORT ATTACHED ?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **L. Rees Jones** **Head of Administration and Law**

| | | | | | | |
|---|-------------|-------------|-------------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| NONE | NONE | NONE | NONE | NONE | NONE | NONE |

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: **L. Rees Jones** **Head of Administration and Law**

(Please specify the outcomes of consultations undertaken where they arise against the following headings)

- 1. Scrutiny Committee**
Not applicable
- 2. Local Member(s)**
Not applicable
- 3. Community / Town Council**
Not applicable
- 4. Relevant Partners**
Not applicable
- 5. Staff Side Representatives and other Organisations**
Not applicable

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

| Title of Document | File Ref No. | Locations that the papers are available for public inspection |
|-------------------|--------------|---|
| Legal file | DPSC-145 | Legal Services, County Hall |