

Item No. 35	Classification: Open	Date: 15 January 2003	MEETING NAME Overview and Scrutiny Committee
Report title:		Scrutiny of Southwark's Central Complaints Handling	
Ward(s) or groups affected:		All	
From:		Head of Corporate Strategy	

RECOMMENDATION

1. That Members consider the complaints handling procedure, how it is developed and its performance managed.

BACKGROUND INFORMATION

2. On 13th November 2002 this Committee considered proposals for a Customer Service Centre. The Strategic Director for Environment & Leisure attended and outlined the current problems with complaints handling and areas of overlap with proposals for a Southwark Customer Service Centre. Members agreed to undertake scrutiny of the complaints handling procedure.

KEY ISSUES FOR CONSIDERATION

3. Officers have been asked to attend O&SC in order to make a presentation on the complaints system. Copies of the Corporate Complaints Procedure and Customer Feedback Form are attached as Appendices A and B respectively.
4. The starting point for this scrutiny was the potential overlap between members' representative and scrutiny roles. Members may wish to use this session to consider how the scrutiny function and the establishment of community councils may impact on their role in representing ward issues, whether they be complaints or more general members' enquiries. Members may also wish to consider the potential connections between the complaints procedure and the proposed customer service centre.

RESOURCE IMPLICATIONS

5. There are no resource implications anticipated as a result of this scrutiny.

CONSULTATION

6. None.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
<i>Southwark Council's Corporate Complaints Procedure Customer Feedback Form</i>	<i>Customer Feedback Unit</i>	<i>Sue Trinder</i> 020 7525 3260 sue.trinder@southwark.gov.uk

Audit Trail

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Version Final
Dated 6th January 2003

CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / EXECUTIVE MEMBER

Officer Title	Comments Sought	Comments included
Borough Solicitor & Secretary	Yes	