

NORTHUMBERLAND

Northumberland County Council

Corporate Feedback System Overview and Training

Why?

NCC is currently without a consistent, centralised system of capturing corporate feedback.

We can't report or analyse across the authority.

We need to produce monthly, quarterly and annual reports for internal use as well as Scrutiny and for the public.

Corporate Feedback – Not Just Complaints!

Service Requests

Informal Resolutions

Complaints

Compliments

Comments & Suggestions

Definition: Service Request

A service request is usually an issue that a customer is contacting us about for the first time, for example;

- Reporting a pothole
- Reporting noisy neighbours
- Reporting a missed bin for the first time

Definition: Informal Resolution

In the first instance these will be logged as a complaint but it is the Council's chance to 'put things right'.

An informal resolution is used to describe an instance where an agreement is made with a customer to resolve their concerns with an agreed timescale. This relates to an issue which would otherwise become a complaint.

HOWEVER – the resolution should be completed within 1 working day and should the resolution not be satisfactory and the issue turns into a full complaint, the stage 1 response time becomes 14 working days from 15.

Definition: Complaint

An informal resolution can turn into a complaint if the Council fails to undertake the necessary action within an agreed timescale.

A complaint is an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of a service.

This means that a customer may make a complaint about the following:

Definition: Complaint

- Something the Council has done and it is believed it should not have done;
- Something the Council has done to a poor standard, or;
- Something the Council has not done, but the customer believes we should have done

Definition: Compliment

Is NOT a thank you or show of gratitude for doing our job
i.e. thank you for cutting the grass!

A compliment can be one of the following;

- Thanks for going the extra mile
- Thanks for solving an ongoing issue or problem
- Praise for a new premises
- Praise for an initiative

Definition:

Comment / Suggestion

A comment or suggestion is neither a complaint or a compliment!

Examples may include;

- A suggestion about a service (an improvement)
- Letting us know about a typing error in a publication
- A general observation

Definition:

Local Government Ombudsman Decisions

- Advice given
- Closed after initial enquiries
- Incomplete / invalid
- Referred back for local resolution
- Upheld