

**Council**

15 December 2016

**Agenda Item 54**

Brighton &amp; Hove City Council

**Subject:** CUSTOMER FEEDBACK REPORT - Extract from the proceedings of the Audit & Standards Committee meeting held on the 15 November 2016

**Date of Meeting:** 15 December 2016

**Report of:** Executive Lead Officer for Strategy, Governance & Law

**Contact Officer:** Name: **John Peel** Tel: **01273 291058**

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**Wards Affected:** All

**FOR GENERAL RELEASE*****Action Required of Council***

To receive and note the item referred from the Audit & Standards Committee for information:

**Recommendation:** That the Council notes the extract from the Audit & Standards Committee and the report.



**BRIGHTON & HOVE CITY COUNCIL**

**AUDIT & STANDARDS COMMITTEE**

**4.00pm 15 NOVEMBER 2016**

**COUNCIL CHAMBER,  
HOVE TOWN HALL**

**MINUTES**

**Present:** Councillors A Norman (Chair) Cattell, Cobb, Druitt, Moonan, Morris, Sykes (Group Spokesperson) and Taylor.

**Independent Persons:** Diane Bushell and Dr David Horne.

**PART ONE**

**51 CUSTOMER FEEDBACK REPORT**

- 51.1 The Committee considered a report of the Executive Lead Officer- Strategy, Governance & Law that provided assurance to the Committee that the Council has an effective Customer Feedback system that included detail and analysis of the complaints received.
- 51.2 Councillor Cobb asked if Members were included as professionals as defined in the report.
- 51.3 The Customer Experience Lead confirmed that this was the case adding that Councillors played an important role in the complaints process as advocates for residents.
- 51.4 Councillor Cobb noted her disappointment that Members were subject to the same ten working days timeframe for responding to complaints as others adding that this should be shorter for Members due to the important role they played.
- 51.5 Councillor Sykes asked if complaints registered through social media platforms were recorded.
- 51.6 The Customer Service Experience Lead clarified that complaints made through social media were not currently recorded and the data covered complaints and compliments made via telephone, email and the web form on the council website.

- 51.7 Councillor Druitt asked if it was intended to include complaints and compliments made through social media in the future as from his own experience, this was a popular way to contact services and Members and the current data may not reflect an accurate picture.
- 51.8 The Customer Service Experience Lead clarified that social media compliments and complaints were monitored manually but this entailed significant human resource. A software programme that monitored social media posts and gauged emotion and subject was currently being investigated as an option for the future.
- 51.9 The Executive Lead Officer - Strategy, Governance & Law clarified in relation to Member correspondence that the question of responses to Members had been considered two years ago and it was agreed that Members should receive an acknowledgement within two working days and a full substantive response within five working days. On occasions where that might not be possible the Member should be informed of when they may expect a full response.
- 51.10 **RESOLVED:** That the Committee note the report.

### 53 ITEMS REFERRED FOR INFORMATION

- 53.1 The following item was referred to Full Council on 15 December 2016, for information.
- Item 51 – Customer Feedback Report.