

APPENDIX 3 –

CORRECTIVE ACTIONS AND IMPROVEMENTS / LESSONS LEARNT FOR ANNUAL COMPLAINTS REPORT 2020/21

Action	Total	%
Formal apology	203	30%
Change or review communications	156	23%
Arrange staff training or guidance	93	14%
Discuss at team meeting	57	8%
Financial remedy	46	7%
Change or review policy or procedure	36	5%
Review contract or partner arrangements	18	3%
Explanation	16	2%
Performance management - staff member	14	2%
Policy change/review	11	2%
Change or review service	8	1%
Procedure change	8	1%
Advice	2	0%
Provided service requested	3	0%
Reassessment/Rehearing	1	0%
Supervision discussion	2	0%
Total	674	

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Corrective actions by Division 2020-21

Division	A & C	T & SKC	North Kent	West Kent	County	Provision	BDU	SSPQ A	Finance	SC	Misc	Total:
Advice	0	0	0	0	0	0	2	0	0	0	0	2
Arrange staff training or guidance	11	17	16	12	5	5	13	0	1	4	4	88
Change or review communications	12	36	16	29	12	21	19	0	8	6	0	159
Change or review policy or procedure	3	10	2	4	3	5	7	0	1	2	0	37
Change or review service	0	1	2	1	2	1	3	0	0	0	0	10
Discuss at team meeting	16	11	8	10	1	3	3	0	4	1	1	58
Explanation	1	2	2	3	0	0	3	0	2	2	0	15
Financial remedy	6	3	9	9	6	2	8	0	7	1	0	51
Formal apology	20	34	30	31	12	20	30	1	24	4	1	207
Performance management - staff member	3	2	3	4	0	1	0	0	1	0	0	14
Policy change/review	1	2	1	0	2	1	1	0	1	2	0	11
Procedure change	1	2	0	2	0	0	1	0	1	0	0	7
Provided service requested	0	0	1	0	0	0	0	0	0	0	0	1
Review contract or partner arrangements	2	5	3	1	2	2	1	0	1	4	0	21
Supervision discussion	0	1	1	0	0	0	0	0	0	0	0	2
Total	76	126	94	106	45	61	91	1	51	26	6	683

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The Council has paid a total of £60,887 in financial remedies in 2020-21. Including £3,300 in goodwill payments to recognise the distress and inconvenience to complainants.

Many of the corrective actions recorded relate to communications, for example in respect of delays or in the accuracy and quality of communications experienced by service users, their representatives, and other agencies.