

By: Susan Carey – Cabinet Member for Customers, Communications and Performance
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To: Policy and Resources Committee

Date: 15th September 2017

Subject: Customer Feedback Policy

Classification: Unrestricted

Summary: This report accompanies the proposed updated Customer Feedback Policy. The updated Policy takes into account new ways in which the public chooses to contact us and includes exceptions to the corporate procedure.

Recommendation(s): The committee is asked to consider and endorse the revised version of the Policy and support its implementation within KCC.

1. Introduction & Background

- 1.1 Following the launch of the Customer Service Policy in September 2015, a number of promises were made to the public including the commitment to revisit the Customer Feedback Policy.
- 1.2 The council is committed to enabling our customers to give us feedback about where we have got things wrong and also where we have got them right. By making it easier for our customers to offer feedback we are able to learn from that feedback to improve our services for the better.
- 1.3 The purpose of revising the policy is to:
- clarify how the public may make a complaint about us
 - define the standards the public can expect when they make a complaint
 - recognise the importance of customer feedback in providing insight into how customers feel about council services and its performance
 - set out how the Council will monitor customer feedback and use that information to improve services and identify training needs
- 1.4 The updated policy also seeks to provide a clear process for those School Governors who have a complaint against the Council but previously had no clear escalation process. This was a commitment that was made to the Governance and Audit committee in 2015.

- 1.5 Members of the Customer Feedback forum which includes representation from all Directorates fed into the amended version of the policy and surrounding guidance.
- 1.6 The Policy has also been presented for comments at each of the Directorates' Divisional Management Team meetings. Updates have been included to the policy following these discussions.

2. Consultation

- 2.1 The policy itself does not make any substantial changes to the way in which people will feedback to us and the timescales in which we will respond will remain the same. Due to this it was felt that consultation directly with the public was not necessary at this time. However, if during internal consultation of this policy, substantial changes are proposed then we will need to go out to consultation.

3. Recommendation

The Policy and Resources Committee is asked to consider and endorse the revised version of the Policy and support its implementation by staff and Members within KCC.

4. Appendices

Appendix A – Revised Customer Feedback Policy
Appendix B – Equalities Impact Assessment

5. Background Documents

Customer Service Policy – September 2015 – Policy and Resources Committee

6. Contact Details

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