

NORTH YORKSHIRE COUNTY COUNCIL

STANDARDS COMMITTEE

13 September 2010

Complaint Feedback Questionnaire

1.0 PURPOSE OF REPORT

- 1.1 To present Members with a revised Complaint Feedback Questionnaire for approval, subject to any further comments they may have.

2.0 BACKGROUND

- 2.1 The Standards Committee previously indicated that it would be helpful for those involved in a standards complaint process to be able to feed back to the Authority on how they had found the process. This would enable the Authority to refine its complaint handling processes over time.
- 2.2 The Committee considered a first draft of a Complaint Feedback Questionnaire at its last meeting on 10 May 2010 and suggested certain amendments to the document. Members requested that a revised version of the Questionnaire be brought to the Committee's September meeting.

3.0 COMPLAINT FEEDBACK QUESTIONNAIRE

- 3.1 A revised draft of the Questionnaire, incorporating Members' suggested changes is attached to this report at Appendix 1 for Members' consideration. The revised Questionnaire makes it clearer for complainants and subject members as to which parts of the form they should fill in; clarifies that personal details included on the form will not be published; and allows those responding to raise specific issues to be fed back to the Standards Committee.
- 3.2 Should any Questionnaire response show dissatisfaction with any element of the complaints process, this will be followed up by the Monitoring Officer.
- 3.3 The Monitoring Officer will, periodically, report back to the Standards Committee on the feedback received via Questionnaire responses in relation to complaint cases dealt with by the Committee and its Complaints Sub-Committees.

4.0 RECOMMENDATIONS

- 4.1 That, subject to any comments they may have, Members approve the revised draft Complaint Feedback Questionnaire.

CAROLE DUNN

Assistant Chief Executive (Legal and Democratic Services) and Monitoring Officer

Background Papers:

Standards Committee minutes for meeting on 10 May 2010

County Hall
NORTHALLERTON

25 August 2010



STANDARDS COMMITTEE

COMPLAINT FEEDBACK QUESTIONNAIRE

North Yorkshire County Council believes in a strong ethical organisational culture. It aims to promote the highest levels of conduct by its members and officers, to increase public trust in the delivery of its vision and its objectives, by:

- (i) maintaining openness and transparency in conducting its business;*
- (ii) being accountable for all it says and does;*
- (iii) ensuring that everyone knows what is expected of them;*
- (iv) offering appropriate training and development programmes; and*
- (v) promoting the work of its Standards Committee.*

As part of our commitment to improving the service we provide, we would appreciate your views on the quality of the service you have received and any ways we could improve our complaint handling procedures. If you are willing to assist us, please complete this form and return it to:

Post: The Monitoring Officer
North Yorkshire County Council
County Hall
Racecourse Lane
Northallerton
DL7 8AD

Email: carole.dunn@northyorks.gov.uk

Your name:

Address:

.....

.....

Email address:

Telephone number:

(Please note that your personal details above will remain confidential).

Status in matter: Complainant Subject Member Witness Other

Questions 1 to 3 – COMPLAINANTS ONLY

Q1. How did you find out about making a complaint against a Member to the Standards Committee? (COMPLAINANTS ONLY)

<u>Council Staff</u>	<u>Member</u>	<u>Local Govt Ombudsman</u>	<u>Member of Parliament</u>	<u>NY Times</u>	<u>Other Newspaper</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>NYCC website</u>	<u>Citizens Advice Bureau</u>	<u>Other</u>			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> (please specify)			

Q2. How easy did you find it to complete the complaint form? (COMPLAINANTS ONLY) (Please tick one box)

<u>Very easy</u>	<u>Easy</u>	<u>Not very easy</u>	<u>Difficult</u>	<u>Don't know/no opinion</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments:

Q3. Did the complaint procedures and guidance contain enough/appropriate information for you to decide whether or not to make the complaint? (COMPLAINANTS ONLY) (Please tick one box)

<u>Yes</u>	<u>No</u>	<u>Not sure</u>	<u>Not applicable</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments:

Questions 4 to 10 – ALL TO RESPOND (where appropriate)

Q4. How satisfied are you that you were kept informed of developments and received clear, timely responses to queries and requests for additional advice? (Please tick one box)

<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neither satisfied nor dissatisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	<u>Don't know/No opinion</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments:

Q5. Where the matter was referred for local investigation, notwithstanding the outcome, how satisfied are you that the complaint was fairly and properly investigated? (Please tick one box)

Very Satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know/ No opinion

Any additional comments:

Q6. Where a local hearing was convened to determine the complaint how satisfied are you that there was a fair hearing? (Please tick one box)

Very Satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know/ No opinion

Any additional comments:

Q7. Notwithstanding the outcome of the complaint, how satisfied are you that the reasons provided in the Decision Notice(s) were adequate? (Please tick one box)

Very Satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know/ No opinion

Any additional comments:

Q8. How satisfied or dissatisfied are you overall with the outcome of the complaint? (Please tick one box)

<u>Very</u> <u>Satisfied</u>	<u>Satisfied</u>	<u>Neither satisfied</u> <u>nor dissatisfied</u>	<u>Dissatisfied</u>	<u>Very</u> <u>dissatisfied</u>	<u>Don't know/</u> <u>No opinion</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments:

Q9. How satisfied or dissatisfied are you overall with the way in which the complaint was handled? (Please tick one box)

<u>Very</u> <u>Satisfied</u>	<u>Satisfied</u>	<u>Neither satisfied</u> <u>nor dissatisfied</u>	<u>Dissatisfied</u>	<u>Very</u> <u>dissatisfied</u>	<u>Don't know/</u> <u>No opinion</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments:

Q10. Are there any specific issues you would wish to be fed back to the Standards Committee? Do you have any suggestions on how we can improve our complaint handling processes or any other comments generally?

Thank you for taking the time to complete our questionnaire.

Your feedback is valuable to us.