

Code of Conduct Complaints Questionnaire

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1. Summary

- 1.1.** As part of work programme of Priority Group 1 members have drafted a customer satisfaction questionnaire that is intended to be distributed to complainants following the conclusion of their complaint. It is important to note that the purpose of the questionnaire is not to measure their satisfaction with the complaint outcome but with the complaint process.

It seeks to assess how straightforward complainants found the complaint process, how easy it was to access relevant information and guidance, and their satisfaction with communication and timeliness.

Earlier drafts of the questionnaire have been shared with the committee and Council Officers and their observations have been taken into account. Efforts have been made to avoid duplication where information on acknowledgement and complaint conclusion targets is already collected and reported through the quarterly complaints report.

While the latest version of the questionnaire is presented in as a Word document in Appendix 1 it should be noted that the intention is for the questionnaire to be web based in order for complainants to complete it online through the provision of a link.

2. Recommendations

- 2.1.** That the Committee
- a. review the draft questionnaire at Appendix 1 and provide any observations for further amendments.
 - b. Agree that the questionnaire is distributed to all complainants once the digital/web-based version is developed for an initial 12-month period.
 - c. That six-monthly feedback reports are brought back to this committee to review, and to advise on any further

amendments/additions to the questionnaire and any extension of the initial 12-month survey period.

3. Background papers

- 3.1.** Somerset Council Code of Conduct.
Somerset Council Code of Conduct Complaints form and guidance

Note For sight of individual background papers please contact the report author.

Appendix 1

Draft Code of Conduct Complaints Questionnaire