

Focussing on the complainant



Statement of Principles

Effective complaints handling processes should be:

1. Complainant Focused
2. Simple
3. Fair & Objective
4. Timely & Effective
5. Accountable
6. Committed to Continuous Improvement

Complainant Focused

- The **complainant should always be at the centre** of the complaints process
- Service providers need to be flexible when **responding to complainants' differing needs.**

So, what does this look like in practice?

Accessibility, visibility, publicity

Good complaints processes are **accessible to people from all parts of society**, and well publicised.

- What provision is made for different languages and levels of literacy?
- What sort of channels can people use to make complaints?
- How are advocacy services signposted?
- How do public bodies promote their complaints process?
- Do staff know about the complaints policy, and *their* role in it?

Fair, simple, and committed to delivering better services

Good complaints processes use information to **improve services for everyone** – not just those people who make complaints.

- Work with complainants to understand their complaint and avoid defensive behaviour
- Admit when something has gone wrong, and apologise appropriately
- Take action to ensure that other people don't experience the same outcome.
- Use complaints data to understand performance

The Complaints Landscape

21/22 so far...



~4,500 complaints were logged by Local Authorities in Wales.



An average of 5.57 complaints per 1000 residents.



50% of all complaints were upheld.



~80% of all complaints were closed within 20 days.



256 Complaints related to Local Authorities were referred to PSOW (~6.5%).

	Population	Complaints Received	Complaints Received per 1000 residents (adjusted)	Complaints Closed	Within 20 days %	20 days - 3 months %	3-6 months%	longer than 6 months%	Upheld %	Referred to Public Services Ombudsman for Wales	Referred %	PSOW Cases Closed
Blaenau Gwent County Borough Council	69,609	22	1.26	21	47.62%	52.38%	0.00%	0.00%	52.38%	5	23.81%	1
Bridgend County Borough Council	144,288	131	3.76	132	71.97%	23.48%	0.76%	3.79%	22.73%	13	9.85%	5
Caerphilly County Borough Council	180,795	137	3.06	135	86.67%	13.33%	0.00%	0.00%	41.48%	12	8.89%	4
Cardiff Council	362,756	1,342	15.51	1,243	64.52%	32.02%	3.46%	0.00%	74.26%	43	3.46%	17
Cardiffshire County Council*	186,452	250	5.44	184	3.26%	0.00%	0.00%	0.00%	51.63%	5	2.72%	3
Ceredigion County Council	73,076	18	0.95	23	30.43%	52.17%	17.39%	0.00%	65.22%	7	30.43%	6
City of Swansea Council	245,480	466	7.80	423	85.34%	14.66%	0.00%	0.00%	30.73%	21	4.96%	10
Conwy County Borough Council	116,863	88	3.05	82	84.15%	14.63%	1.22%	0.00%	50.00%	5	6.10%	3
Denbighshire County Council	95,159	114	4.86	114	99.12%	0.88%	0.00%	0.00%	57.02%	9	7.89%	3
Flintshire County Council	155,155	197	5.17	181	69.61%	30.39%	0.00%	0.00%	54.14%	17	9.39%	6
Gwynedd Council	123,742	192	6.30	185	86.49%	13.51%	0.00%	0.00%	49.19%	10	5.41%	5
Isle of Anglesey County Council	69,794	28	1.61	23	69.57%	30.43%	0.00%	0.00%	8.70%	4	17.39%	3
Merthyr Tydfil County Borough Council	59,953	167	11.36	159	100.00%	0.00%	0.00%	0.00%	45.91%	7	4.40%	2
Monmouthshire County Council*	93,590	76	3.33	82	68.29%	29.27%	2.44%	0.00%	2.44%	8	9.76%	3
Neath Port Talbot County Borough Council	142,090	26	0.74	28	78.57%	17.86%	3.57%	0.00%	14.29%	7	25.00%	2
Newport City Council	151,485	387	10.62	299	91.97%	8.03%	0.00%	0.00%	18.73%	11	3.68%	1
Pembrokeshire County Council	124,711	134	4.38	126	75.40%	22.22%	2.38%	0.00%	38.89%	6	4.76%	3
Posyys County Council	132,515	119	3.58	132	80.30%	16.67%	3.03%	0.00%	30.30%	15	11.36%	4
Rhondda Cynon Taf												

www.ombudsman.wales/published-statistics

The goal of good complaints processes is **not to deliver fewer complaints**.

The goal is to **maintain relationships, protect reputations, and improve services** for all users.

Any Questions?

**Diolch
Thank You**

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