

Request 7975 – FOI and Complaints Services

Freedom of Information/Environmental Information Regulations

1. In which department/directorate and service are your advisers on FOI/EIR located?
2. Which director has overall responsibility for the Council's FOI/EIR service?
3. If different, in which department/directorate and service are your administrators for FOI/EIR located (e.g. customer services)?
4. What IT system do you use for recording and reporting on FOIs/EIRs?
5. Do you publish responses to FOI/EIR on your website?
6. What other governance or information management subjects do your FOI/EIR advisers advise upon (e.g. subject access requests, GDPR, police disclosure)?
7. Which team or officers handle Information Commissioner cases on FOI/EIR?
8. If your FOI/EIR advisers offer advice to other bodies (e.g. parish councils, schools), please state which kinds of bodies are advised:

Complaints

9. In which department/directorate and service does your Complaints Service sit?
10. Which director has overall responsibility for the Council's Complaints Service?
11. If different, in which department/directorate and service are your administrators on Complaints located?
12. What IT system do you use for recording and reporting on complaints?
13. Which team or officers handle Ombudsman cases?
14. If your Complaints Officers offer advice to other bodies (e.g. parish councils, other authorities), please state which kinds of bodies are advised.

Reporting

15. To which bodies within the council is FOI/EIR performance reported (e.g. directorate leadership teams, senior leadership team, scrutiny committee)?
16. To which bodies within the Council is Complaints performance reported (e.g. directorate leadership teams, senior leadership team, scrutiny committee)?

Response

Freedom of Information/Environmental Information Regulations

1. In which department/directorate and service are your advisers on FOI/EIR located?

Information Governance Team, ICT

2. Which director has overall responsibility for the Council's FOI/EIR service?

Sam Smith, Head of ICT and Digital services

3. If different, in which department/directorate and service are your administrators for FOI/EIR located (e.g. customer services)?

N/A

4. What IT system do you use for recording and reporting on FOIs/EIRs?

Vuelio

5. Do you publish responses to FOI/EIR on your website?

Yes – view our [disclosure log](#)

6. What other governance or information management subjects do your FOI/EIR advisers advise upon (e.g. subject access requests, GDPR, police disclosure)

All of the above. (question is a little broad)

7. Which team or officers handle Information Commissioner cases on FOI/EIR?

Information Governance Team

8. If your FOI/EIR advisers offer advice to other bodies (e.g. parish councils, schools), please state which kinds of bodies are advised:.

N/A

Complaints

9. In which department/directorate and service does your Complaints Service sit?

Transformation

10. Which director has overall responsibility for the Council's Complaints Service?

Jeff Membery, Head of Service for Transformation

11. If different, in which department/directorate and service are your administrators on Complaints located?

We have Complaint Champions (administrators) in each service areas as follows:

Housing

Planning

Corporate Services (Revenues, Benefits, Accountancy, Democratic Services, HR, Elections, Facilities, Contact Centre, etc.)

Each service area is responsible for answering/resolving their own specific service complaints. For example, when a complaint is received it is forwarded to that Complaint Champion for that specific area. It is logged and reallocated to an Officer to investigate and respond to the customer within 10 working days either resolution over the telephone or formally in a written response – this is classed as a stage 1 complaint.

If the customer is not satisfied with the response, then they can raise a stage 2 complaint (in the same way as they have raised a stage 1) but this is investigated by the Manager of that service and responded to within 20 working days.

If the customer is still not satisfied, then they have the right to contact the Local Government Ombudsman and request them to investigate on their behalf. The LGO will liaise with the Local Authority and ask for all relevant correspondence at Stage 1 and Stage 2 for them to investigate and form a decision for themselves to see if any maladministration has occurred and/or if the LA answered it correctly.

All correspondence is recorded and logged by the Complaint Champions on 'Open Process' – an application specifically for this purpose – recording complaints.

12. What IT system do you use for recording and reporting on complaints? Customers can raise a complaint via our Customer Portal (OneVue; the customer must register and create their own secure account and then sign-in to complete an on-line e-form to report their complaint. This is then transported into Open Process where all notes, documents and correspondence are held for the Officer, Manager and Customer to upload and view to keep an eye on progress of their complaint as and when it progresses.

13. Which team or officers handle Ombudsman cases? Ombudsman cases are responded to by the Head of Service for that specific service area. The HOS liaises with the Officer and Manager of that specific service to review the complaint and the investigations that have taken place and to find out if there are any lessons learnt.

14. If your Complaints Officers offer advice to other bodies (e.g. parish councils, other authorities), please state which kinds of bodies are advised. For example, if a complaint is received and its nature is 'pot holes/road maintenance', then this would be forwarded to the Highways Division at Cambridgeshire County Council for them to investigate and resolve. An email would be sent to the customer advising them of this action and a link to their website on that specific subject would be provided so that if they had any future issues then they could directly contact them themselves.

Again, if a customer was complaining about the recreation ground equipment that children play on then we would forward this complaint directly to the Parish Council

for that area/village for them to investigate, resolve and respond directly to the customer.

Reporting

15. To which bodies within the council is FOI/EIR performance reported (e.g. directorate leadership teams, senior leadership team, scrutiny committee)? Information Governance Committee, Members are from across the organisation.

16. To which bodies within the Council is Complaints performance reported (e.g. directorate leadership teams, senior leadership team, scrutiny committee). Complaint Champions (administrators) from each service area, record the number of complaints received, their nature, were they resolved, were they responded to within the timeframes, if they were/were not upheld, totals of stage 1, stage 2 and ombudsman complaints, any patterns or trends, lessons learnt. This information is provided on a quarterly basis to the Policy and Performance Team who produce a quarterly report to Corporate Management Team, Leadership Team, and Scrutiny and Overview Committee.