

Fermanagh and Omagh District Council

Bi-Annual Complaints Monitoring Report

April – September 2024



Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

www.fermanaghomagh.com

Background



The model Complaints Handling Procedure for Local Authorities in Northern Ireland requires regular reports to be produced for the Fermanagh and Omagh District Council (the Council) Corporate Leadership Team, Elected Members, the Northern Ireland Public Services Ombudsman (NIPSO), and the wider public.

The Council complaints handling procedure, modelled on the NIPSO procedure, ensures that the Council:

- Complies with the statutory requirements established by the Public Services Ombudsman Act (NI) 2016;
- Follows a standard approach to managing complaints across the public sector and that the Council promotes a culture of learning from complaints;
- Makes it easier for members of the public to complain;
- Gives staff and customers confidence in complaints handling; and
- Encourages staff to make the best use of lessons learned from complaints.

The Council's definition of a complaint is '**An expression of dissatisfaction by one or more members of the public about Fermanagh and Omagh District Council's action or lack of action, or about the standard of a service provided by or on behalf of Fermanagh and Omagh District Council**'.

Overview

This report covers complaints received by Fermanagh and Omagh District Council between 1 April 2024 and 30 September 2024.

All complaints received are managed under a 2 stage complaints procedure:

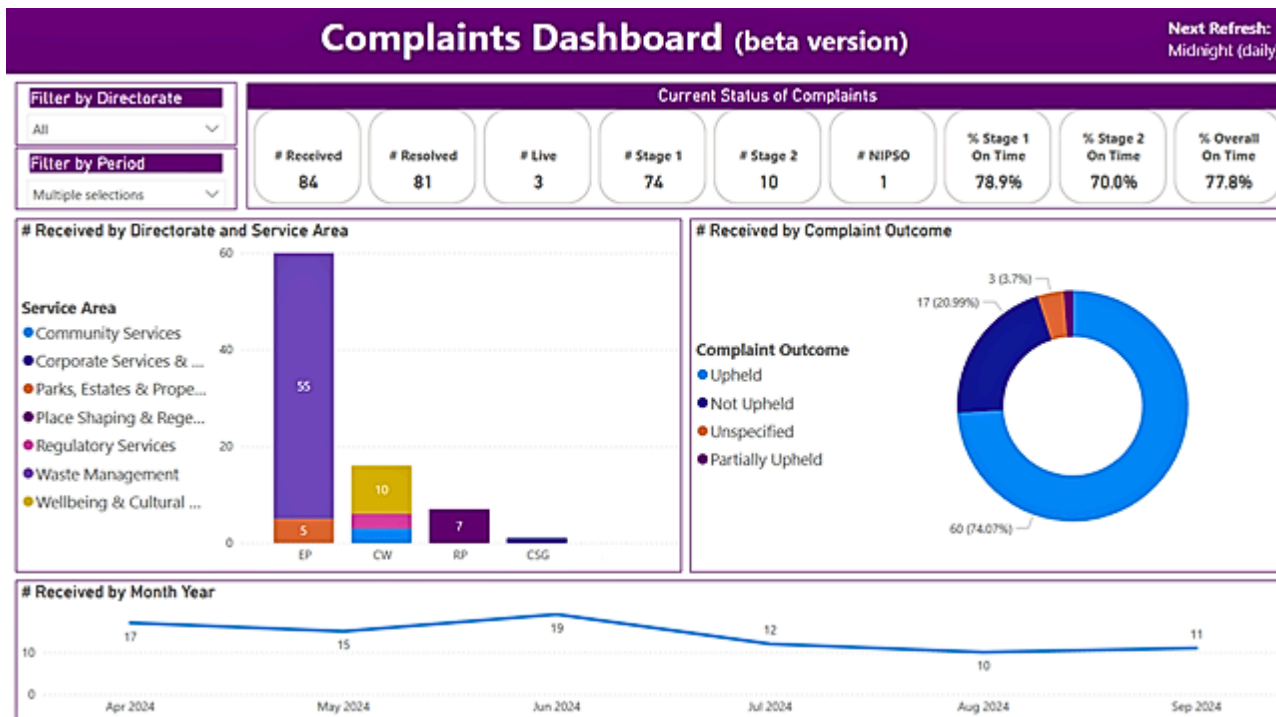
Stage 1: Frontline stage provides an opportunity to resolve or respond to complaints quickly and effectively, immediate action may be able to be taken to resolve the complaint, usually more straight forward issues, response should be sent within 5 working days.

Stage 2: Investigation stage requires a full and detailed investigation; usually more complex or serious issues, response should be sent within 20 working days.

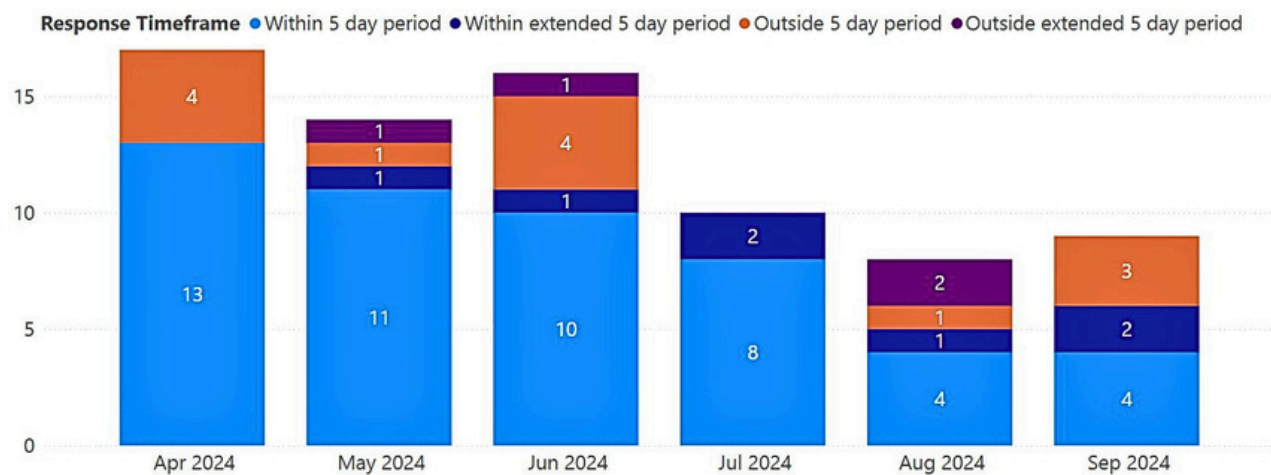
This report includes data on key complaint handling indicators and shows how the Council has used complaints to improve its services.

Complaint performance statistics

The number of complaints received remained steady over the first 6 months of the reporting period, with a total of 84 complaints dealt with.

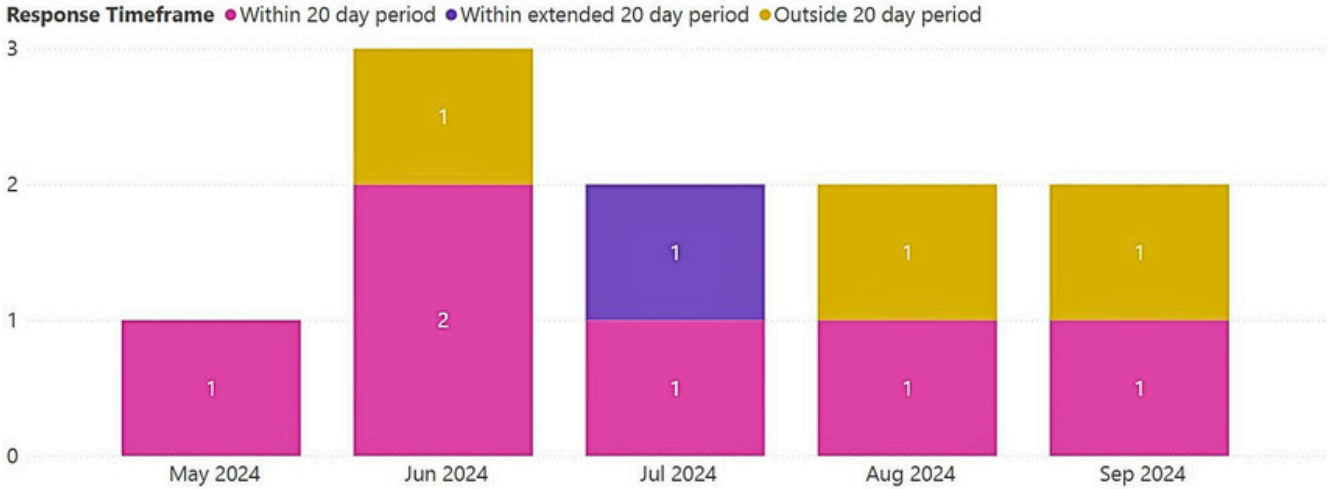


Number of complaints responded to at stage 1





Number of complaints responded to at stage 2



The vast majority of Stage 1 complaints were responded to either within the 5 working day period or the requested extended 5 working days. Only 21% were responded to outside of the 5 (+5) working day period.

Of the 10 complaints that were escalated to stage 2, 6 were responded to within 20 working days, 1 within the requested extension and 3 were responded to outside of the 20 working days without an extension.

Complaint trends

This is the first six-monthly complaints report. We will be able to provide comparisons and trends in future reports.

Actions taken/to be taken and Lessons learned

An individual complained that:	We listened, we acted:
Signs stolen at Gortin Glens Forest Park	Signs were replaced
Motor trail bikes were being used in Gortin Glens Forest Park	Reported to the PSNI
Leisure centre facilities not open when advertised	Ensure website and social media are updated regularly
Various complaints to Waste Management	WM Service Area is considering a training session or a communication update to remind staff on the approach to certain tasks
Exit bollards at Strule Arts Centre damaged a car	The bollards at the Strule Art Centre have been retested. The bollards are operated by Box Office staff 9.30am-5pm. On show night the bollards will remain lowered to enable swifter access. At all other times the bollards will lower automatically on exit.

Heads of Service and Managers review complaints that are upheld or partially upheld to consider if a change is required to prevent the issue occurring again.

All service areas are committed to continuous improvement in service delivery and excellent customer service which includes the following:-

- Training and supporting staff where Council policy or procedures have not been followed;
- Putting things right where they have gone wrong, admitting where a mistake has been made; and
- Reviewing current policy or procedures to amend and improve Council services.