Customer Services



Customer Service Performance

Year End 2016-2017

1st April 2016 – 31st March 2017

Customer Services – Complaints

Total number of complaints registered for SMBC

2016-2017 556

2015-2016 503

Customer Service complaints by Sub Team

Contact Centre 21

Communications **01**

Blue Badge **01** Walk-in Centre 07

Cemeteries 10

Service Support 01

Council Tax 01

Connect Adult
Care Team
01

Total number of complaints for Customer Services

2016-2017 43 2015-2016

Customer Services – Complaints

Number of Complaint learning categories recorded

 Review behaviours developments for individuals or a team

Improvements in communication

• Improved revised service delivery process

• Feedback included in future reviews. The procedure review is implemented then communicated.

 Review of confidentiality procedures. These should be carried out in accordance with the Data Protections Act.

Reason for complaints

• Dissatisfaction in service delivery

394

106

49

06

01

• Dissatisfaction with the way we apply policy, a decision or a procedure

• Impoliteness, rudeness, unfairness, bias or prejudice

 Refusal to answer reasonable questions, misleading or unsuitable advice

• Inappropriate use of personal information

154

145

123

105

27

Customer Services – Compliments

Total number of Compliments registered for SMBC

2016-2017 1021 2015-2016 995

Compliments by Sub Team for Connect

Solihull Connect Walk in Centre
Solihull Connect Contact Centre
Registration Services
Cemeteries
Blue Badge
Connect Adult Social Care

Total Customer Service Compliments

2016-2017 494

2015-2016 444

Compliment Category

Named employee helpfulness

348

Helpfulness of service 65

High standard of service

68

Other

13

Customer Services – Comments

Total number of Comments registered for SMBC

2016-2017 1060 2015-2016 1311

Customer Service Comments

2016-2017 132 2015-2016 174

Customer Service Comments

- Waiting times at the Contact Centre
- * Customers unhappy with the hold music and also the voice providing information
- Blue Badge renewals, the online form being difficult to use