

## Case study: Lambeth Council

*Lambeth is a Borough of London in the United Kingdom with a population of around 266,000 residents. The council provides Local Government public services to its residents, businesses and visitors to the area.*

### Client situation

Lambeth wanted to carry out an up to date independent audit on the quality of its responses to customer complaints, with recommendations for future improvement.

### How did we help?

Price Perrott reviewed the findings of the council's previous external quality audit against a wide range of research in complaints management best practice. We developed a new, innovative model for the analysis of complaints, based on research linking complaint response quality to customer behaviour and satisfaction.

A representative sample of 200 complaint case responses were analysed by an expert in Local Government complaints, using our innovative review criteria. The final report identified areas of strength and improvement demonstrated to link to customers' post-complaint satisfaction. This new model was subsequently adopted by the council as the basis for the future analysis of complaints quality.

### Results achieved

- Independent audit of complaint responses by consultants with extensive experience in Local Government complaints
- Analysis of complaints against a model based on research into post-complainant behaviour and customer satisfaction
- Identified improvements in the way the council analysed and audited its complaints for quality improvement.



Price Perrott approached this piece of work in a very innovative way.

The finished piece of work, and the recommendations for improvement, have been very useful in improving the way we respond to complaints across the council.”



**Stephen Pollock**  
Corporate Complaints  
Manager



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