

The Council defines a complaint as any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale.

In line with the Corporate Complaints Policy and Procedure, the timescales in which we have to respond to a complaint are 15 days for a Stage 1, 20 days for a Stage 2 and 31 calendar days for Stage 3 (Adjudication and Review). The target to achieve for both Stages 1 and 2 is 95% to time

The information on the following pages shows:

- The number of complaints logged at Stage 1 and Stage 2 against the service area and the response times
- A graphic of Stage 1 and Stage 2 by topic showing those logged, closed or still open
- The method of contact by our customers
- The cumulative total of complaints from the previous quarter and the build up to this quarter
- The complaint outcomes
- The reasons for complaints
- Stage 3 complaints
- Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2016 until March 2017

Performance for October to December 2017 (Quarter 3) in short is therefore:

Stage 1 percentage to time overall	91% (330/362)
Stage 2 percentage to time	89% (68/76)
Stage 3 percentage to time	0% No cases
Stage 1 & 2 cumulative score	91%

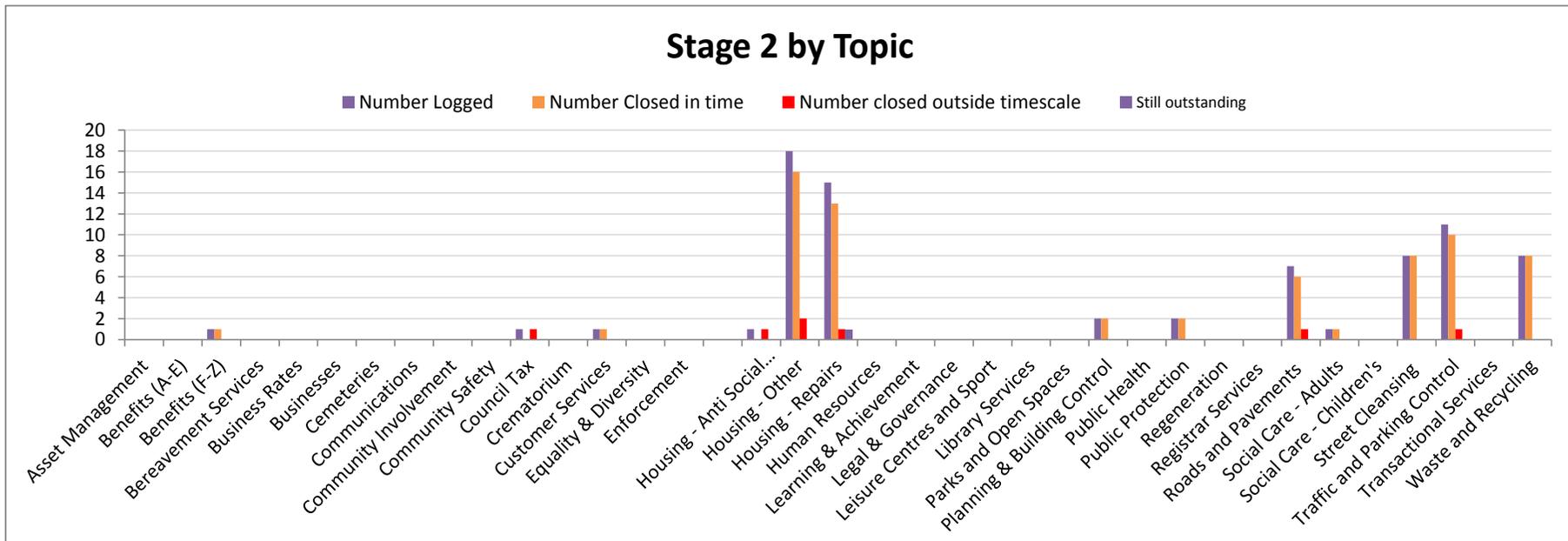
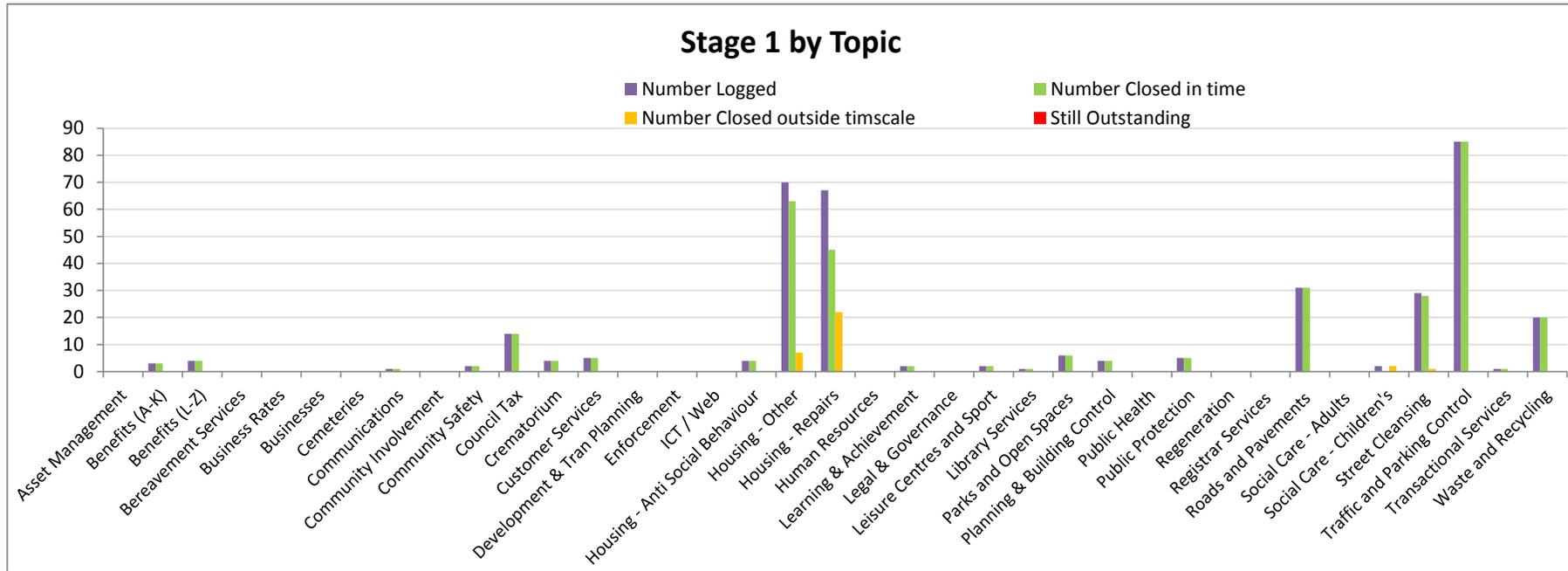
Senior Leadership Complaints team
12th February 2018

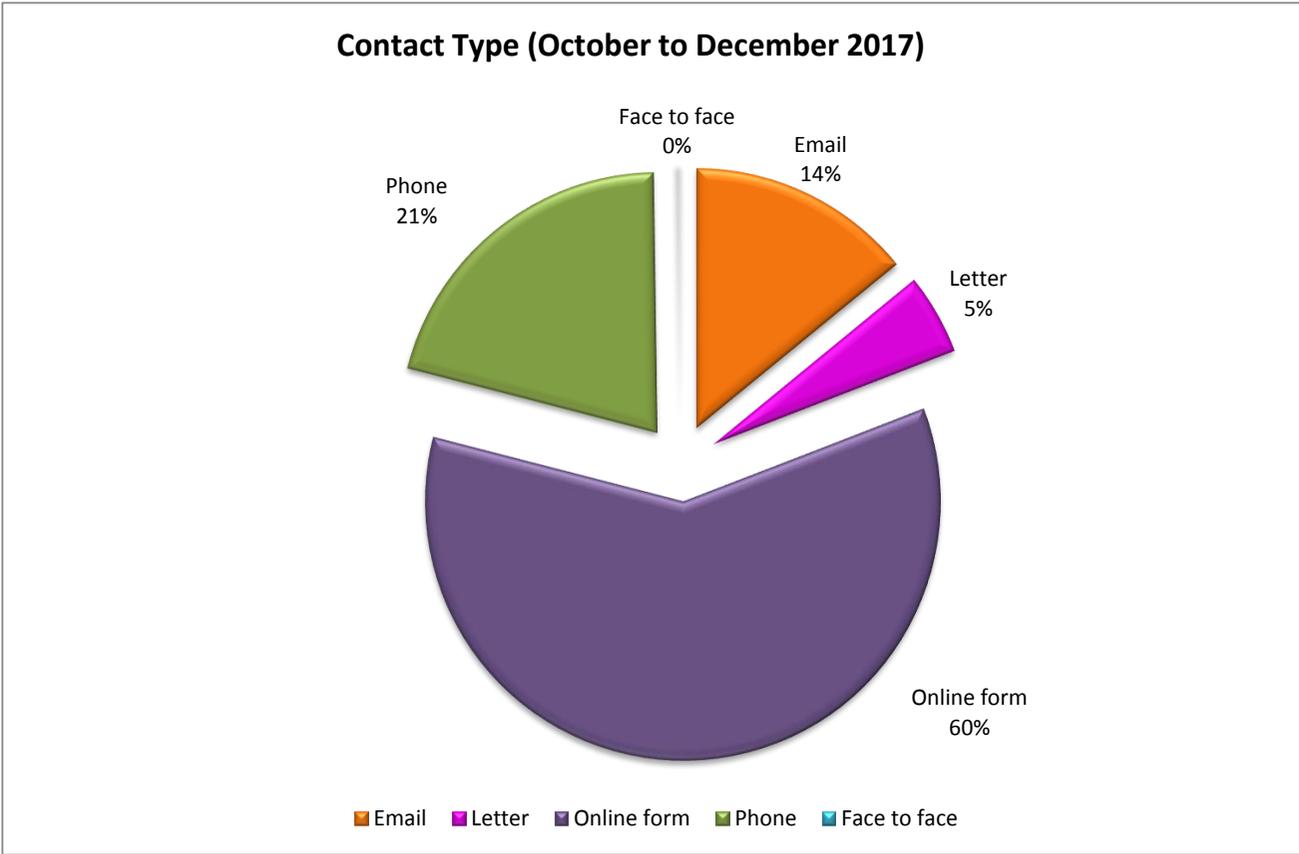


Corporate Complaints Quarter 3 Report October to December 2017

	Stage 1					Stage 2				
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	Over 20 days and still open
Art Services										
Asset Management										
Benefits (A-K)	3	3	100%							
Benefits (L-Z)	4	4	100%			1	1	100%		
Bereavement Services										
Business Rates										
Businesses										
Cemeteries										
Communications (Inc Living Magazine)	1	1	100%							
Community Involvement (Inc Volunteers)										
Community Safety	2	2	100%							
Council Tax	14	14	100%			1	0	0%	1	
Crematorium	4	4	100%							
Customer Services	5	5	100%			1	1	100%		
Development & Trans Planning										
Enforcement										
Housing - Anti Social Behaviour	4	4	100%			1	0	0%	1	
Housing - Other	70	63	90%	7		18	16	89%	2	
Housing - Repairs	67	45	67%	22		15	13	87%	1	1
ICT / Web team										
Learning & Achievement	2	2	100%							
Legal & Governance										
Leisure Centres and Sport	2	2	100%							
Library Services (Inc Having Museum)	1	1	100%							
Parks and Open Spaces (Inc allotments)	6	6	100%							
Planning & Building Control	4	4	100%			2	2	100%		
Public Health										
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	5	5	100%			2	2	100%		
Regeneration										
Registrar Services (Inc Birth, Death and Marriages)										
Roads and Pavements (Inc Street Lighting)	31	31	100%			7	6	86%	1	
Social Care Adults						1	1	100%		
Social Care Children's	2	0	0%	2						
Street Cleansing (Inc Trees)	29	28	97%	1		8	8	100%		
Traffic and Parking Control	85	85	100%			11	10	91%	1	
Transactional Services	1	1	100%							
Waste and Recycling	20	20	100%			8	8	100%		
Total	362	330	91%	32	0	76	68	89%	7	1





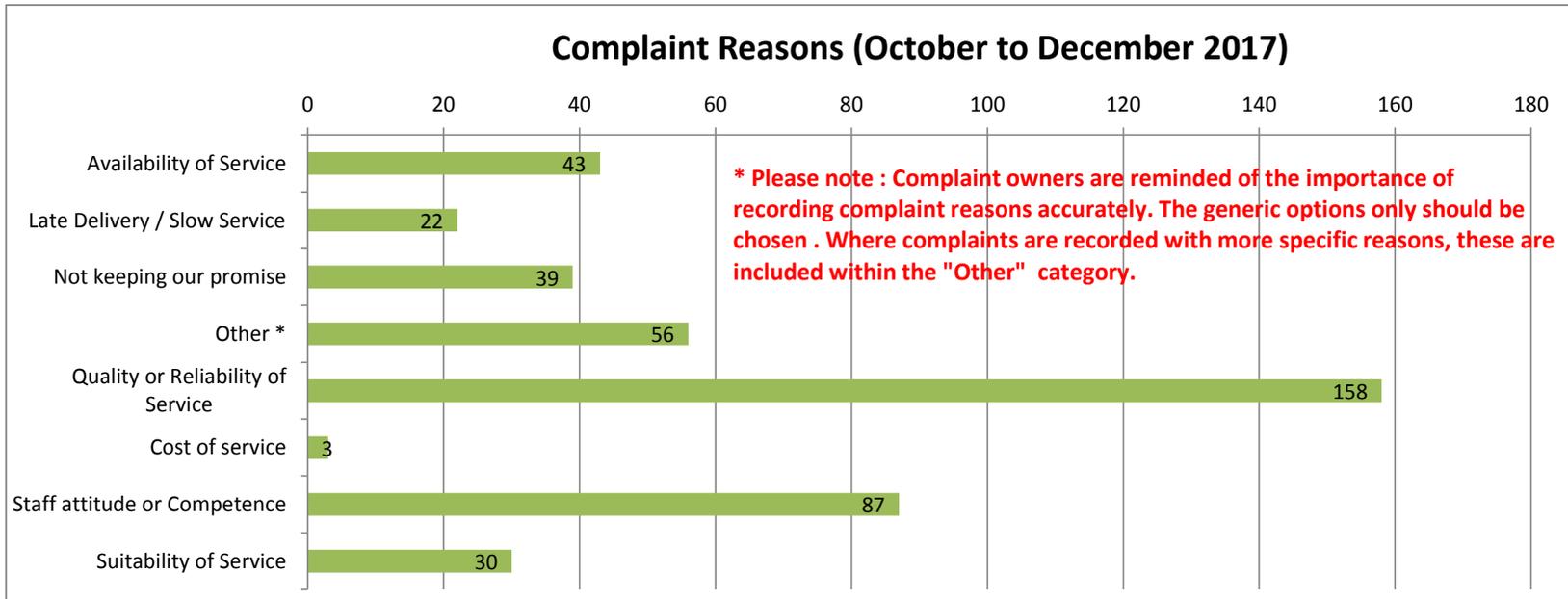
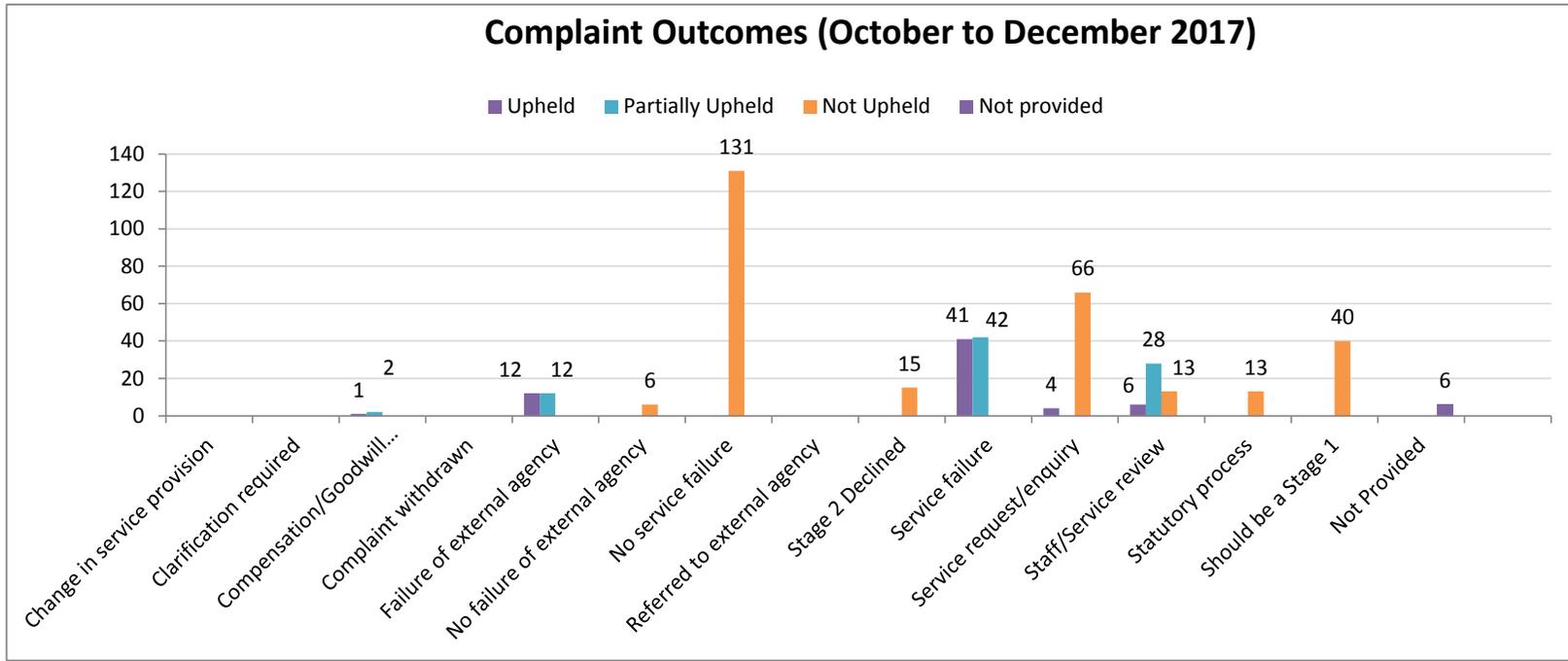


Corporate Complaints Quarter 3 Report October to December 2017

	Carry Over	October				November				December				Total
	Cumulative (Apr - Sept)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumulative*
Arts	0													0
Asset Management	5				100%									5
Benefits (A-K)	2	1	100%							2	100%			5
Benefits (L-Z)	6	1	100%			1	100%	1	100%	2	100%			10
Bereavement Services	0				100%									0
Business Rates	0													0
Businesses	0													0
Cemeteries	1													1
Communications	5	1	100%											6
Community Involvement	0													0
Community Safety	3	1	100%			1	100%						100%	5
Council Tax	44	7	100%	1	0%	5	100%			2	100%		100%	58
Crematorium	4	1	100%			2	100%			1	100%			8
Customer Services	23	1	100%	1		2	100%			2	100%			28
Development & Trans Planning	0													0
Enforcement	0													0
Housing - Anti social behaviour	12	1	100%	1		2	100%			1	100%		100%	16
Housing - Other	153	26	92%	6	100%	22	95%	7	100%	22	82%	5	60%	223
Housing -Repairs	114	26	73%	4	100%	22	77%	5	80%	19	47%	6	83%	181
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	3	2	100%		100%									5
Legal & Governance	5													5
Leisure Centres and Sport	3	1	100%			1	100%							5
Library Services	7	1	100%		100%								100%	8
Parks and Open Spaces	23	3	100%		100%	2	100%			1	100%			29
Planning & Building Control	27	1	100%		100%	2	100%	1	100%	1	100%	1	100%	31
Public Health	0													0
Public Protection	28	2	100%		0%	3	100%	2	100%					33
Regeneration	0													0
Registrar Services	4													4
Roads and Pavements	74	10	100%	2	50%	10	100%	3	100%	11	100%	2	100%	105
Social Care Adults	2							1	100%					2
Social Care Children's	5	1	0%			1	0%							7
Street Cleansing	49	13	100%	4	100%	6	100%	2	100%	10	90%	2	100%	78
Traffic and Parking Control	172	28	100%	3	67%	35	100%	4	100%	22	100%	4	100%	257
Transactional Services	1					1	100%							2
Waste and Recycling	97	9	100%	6	100%	4	100%	1	100%	7	100%	1	100%	117
Stage 1 Logged (Total)	872	137				122				103				1234
Completed in 15 days (%)	93%		93%				94%				85%			
Stage 2 logged (Total)	170			28				27				21		246
Completed in 20 days (%)	95%				86%				96%				86%	

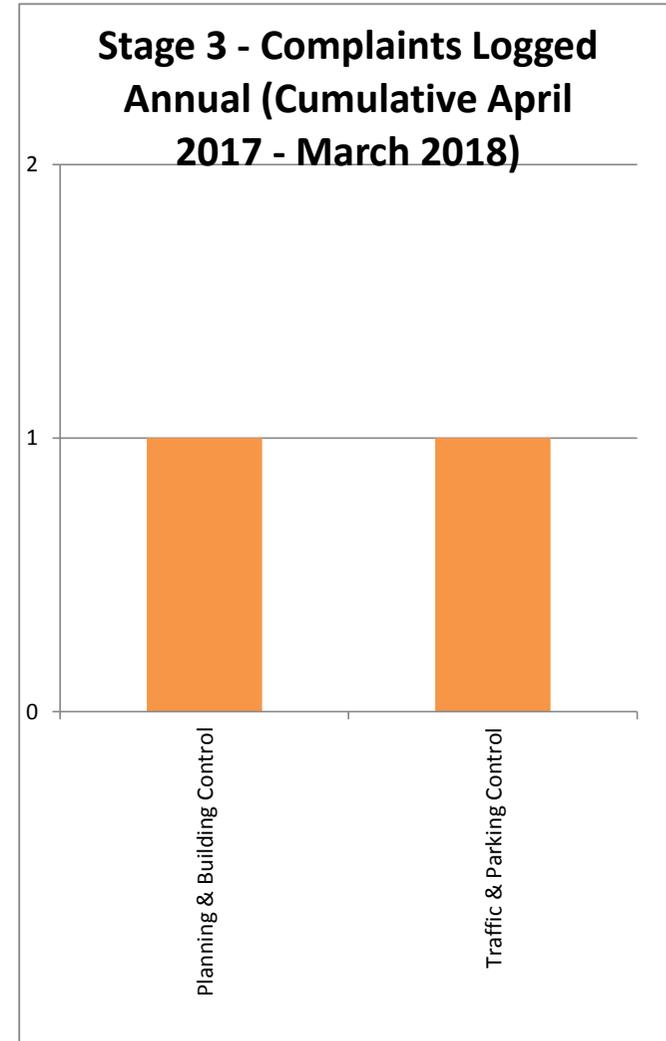
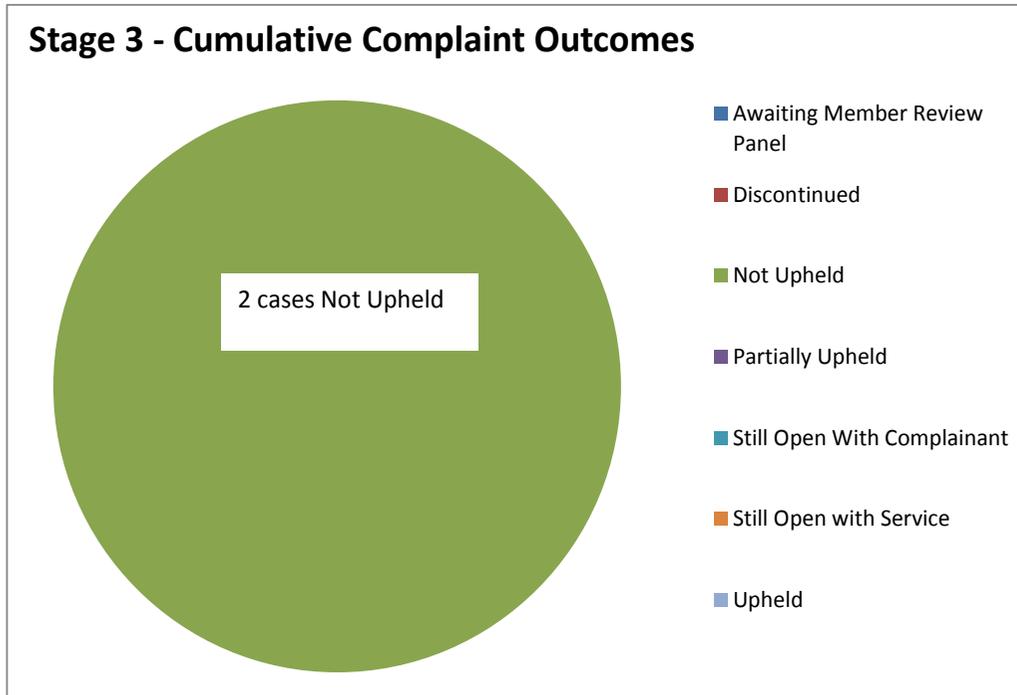
* Annual cumulative count does not include Stage 2 as these complaints will have been counted as Stage 1 at some point during the year.





Detailed Summary of Stage 3 Complaints recorded for October to December 2017

	Cumulative April-September	Oct-17	Nov-17	Dec-17	Total	Achieved within 31 Calendar days %
Planning & Buliding Control	1	0	0	0	1	100%
Traffic & Parking Control	1	0	0	0	1	0%
Total Logged	2	0	0	0	2	



Cumulative complaint figures April 17 - March 18

Table below shows all corporate complaint stage 1 & 2 figures logged between April '17 and March '18

	Cumulative numbers logged April 16-March 17 (Stage 1&2)	% of total	April '17	May '17	June '17	July '17	August '17	September '17	October '17	November '17	December '17	January '18	February '18	March '18
Arts	0	0.00%	0	0	0	0	0	0	0	0	0			
Asset Management	6	0.41%	0	1	1	2	1	1	0	0	0			
Benefits (A-K)	5	0.34%	0	1	1	0	0	0	1	0	2			
Benefits (L-Z)	12	0.81%	0	2	1	2	1	1	1	2	2			
Bereavement Services	1	0.07%	0	0	0	1	0	0	0	0	0			
Business Rates	0	0.00%	0	0	0	0	0	0	0	0	0			
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0			
Cemeteries	1	0.07%	0	0	0	0	1	0	0	0	0			
Communications	6	0.41%	0	1	1	2	1	0	1	0	0			
Community Involvement	0	0.00%	0	0	0	0	0	0	0	0	0			
Community Safety	5	0.34%	0	1	3	0	0	0	1	0	0			
Council Tax	77	5.20%	16	18	9	7	4	8	8	5	2			
Crematorium	8	0.54%	0	1	2	0	0	1	1	2	1			
Customer Services	29	1.96%	5	5	4	2	3	4	2	2	2			
Development & Trans Planning	1	0.07%	0	0	0	0	0	0	0	1	0			
Enforcement	0	0.00%	0	0	0	0	0	0	0	0	0			
Housing - Anti Social Behaviour	19	1.28%	4	2	2	1	3	2	2	2	1			
Housing - Other	273	18.45%	31	32	35	23	32	32	32	29	27			
Housing -Repairs	218	14.73%	12	30	33	24	22	15	30	27	25			
Human Resources	0	0.00%	0	0	0	0	0	0	0	0	0			
ICT / Web team	0	0.00%	0	0	0	0	0	0	0	0	0			
Learning & Achievement	6	0.41%	0	0	0	2	1	1	2	0	0			
Legal & Governance	6	0.41%	1	0	2	1	2	0	0	0	0			
Leisure Centres & Sport	7	0.47%	0	4	0	0	1	0	1	1	0			
Library Services	10	0.68%	1	2	1	1	0	4	1	0	0			
Parks and Open Spaces	35	2.36%	7	4	1	5	5	7	3	2	1			
Planning & Building Control	37	2.50%	8	3	10	7	1	2	1	3	2			
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0			
Public Protection	37	2.50%	4	8	6	5	3	4	2	5	0			
Regeneration	0	0.00%	0	0	0	0	0	0	0	0	0			
Registrar Services	4	0.27%	0	3	0	1	0	0	0	0	0			
Roads and Pavements	130	8.78%	13	20	19	16	12	12	12	13	13			
Social Care Adults	3	0.20%	0	0	0	1	1	0	0	1	0			
Social Care Children's	7	0.47%	1	2	2	0	0	0	1	1	0			
Street Cleansing	90	6.08%	8	11	9	11	8	6	17	8	12			
Traffic & Parking Control	303	20.47%	32	39	36	43	32	25	31	39	26			
Transactional Services	2	0.14%	0	0	0	1	0	0	0	1	0			
Waste and Recycling	142	9.59%	23	28	14	20	18	11	15	5	8			
Total Complaints logged	1480		166	218	192	178	152	136	165	149	124	0	0	0
Overall % of complaints 1&2 completed within time				92%			94%			91%				

Complaint Reasons

	Availability of Service	Late Delivery/Slow Service	Not keeping our promises	Quality or reliability of service	Cost of Service	Staff attitude or competence	Suitability of Service	Other	Total
Asset Management	0	0	0	0	0	0	0	0	0
Benefits (A-K)	0	0	2	0	0	0	1	0	3
Benefits (L-Z)	0	0	0	4	0	0	0	1	5
Business Rates	0	0	0	0	0	0	0	0	0
Cemeteries	0	0	0	0	0	0	0	0	0
Communications (Inc Living Magazine)	0	0	0	1	0	0	0	0	1
Council Tax	0	0	1	6	0	6	1	1	15
Crematorium	0	0	0	0	0	0	0	4	4
Customer Services	0	2	0	3	0	0	0	1	6
Community Safety	0	1	0	1	0	0	0	0	2
Housing - Anti Social	0	0	2	2	0	0	0	1	5
Housing - Other	7	3	10	22	0	18	6	23	89
Housing - Repairs	7	7	5	33	1	9	5	14	81
Learning & Achievement	0	0	0	2	0	0	0	0	2
Legal & Governance	0	0	0	0	0	0	0	0	0
Leisure Centres and Sport	0	0	0	0	1	0	1	0	2
Library Services (Inc Having Museum)	0	0	0	0	1	0	0	0	1
Parks and Open Spaces (Inc allotments)	1	0	1	0	0	1	3	0	6
Planning & Building Control	1	0	0	3	0	1	1	0	6
Public Health	0	0	0	0	0	0	0	0	0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	1		0	4		2	0	0	7
Registrar Services (Inc Birth, Death and Marriages)	0	0	0	0	0	0	0	0	0
Roads and Pavements (Inc Street Lighting)	5	4	6	11	0	4	8	1	39
Social Care Adults	0	0	1	0	0	0	0	0	1
Social Care Children's	0	0	0	2	0	0	0	0	2
Street Cleansing (Inc Trees)	6	2	5	15	0	5	1	2	36
Traffic and Parking Control	13	3	5	35	0	33	1	6	96
Transactional Services	0	0	0	1	0	0	0	0	1
waste and Recycling	2	0	1	13	0	8	2	2	28
Total:	43	22	39	158	3	87	30	56	438

This table shows the breakdown of complaint reasons for each Service Area for Stages 1 and 2

