

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 a 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 specifics of complaints that are outside the corporate target and remain open that need attention
- 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 and the outcome
- Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2018 until March 2019

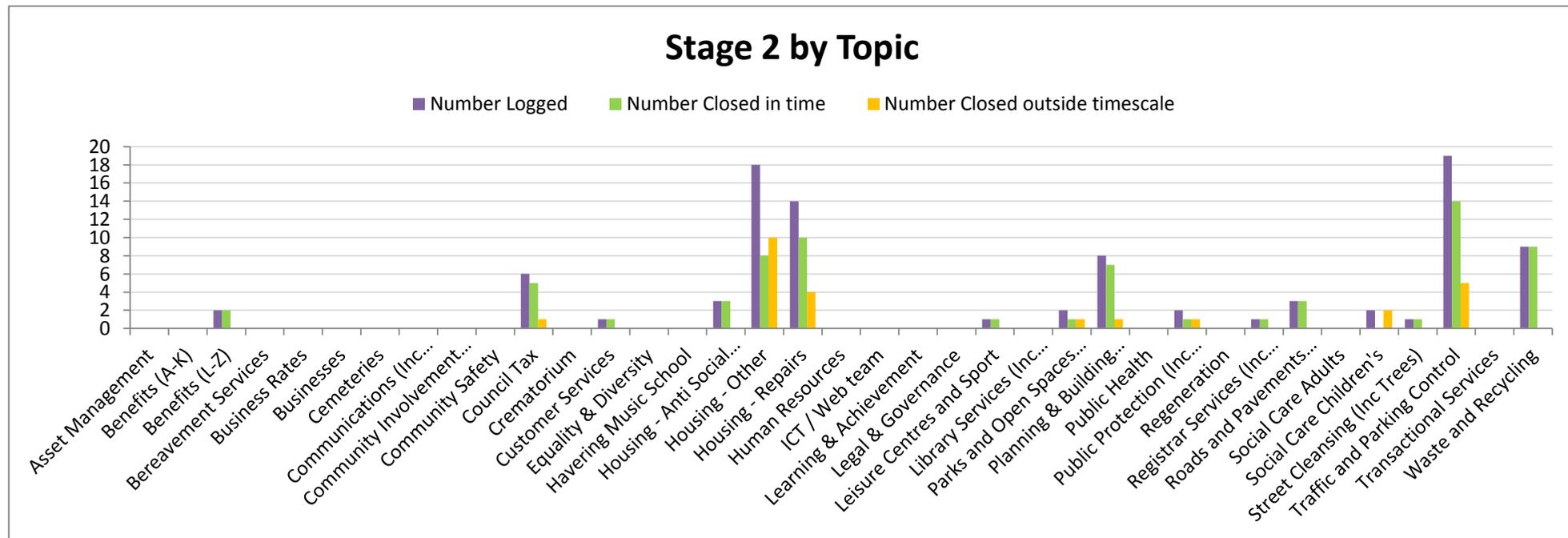
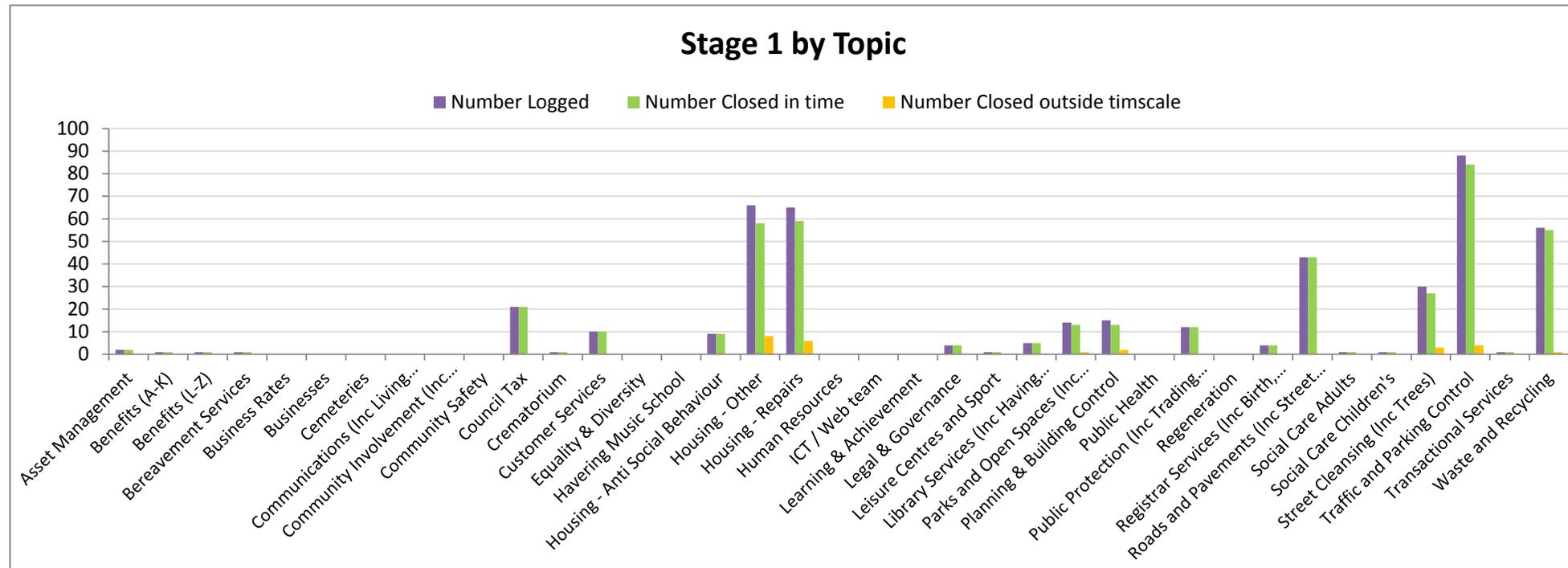
Performance for April (in short) is therefore:

Stage 1 percentage to time overall	94% (427/452)
Stage 2 percentage to time	73% (67/92)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	91% (494/544)

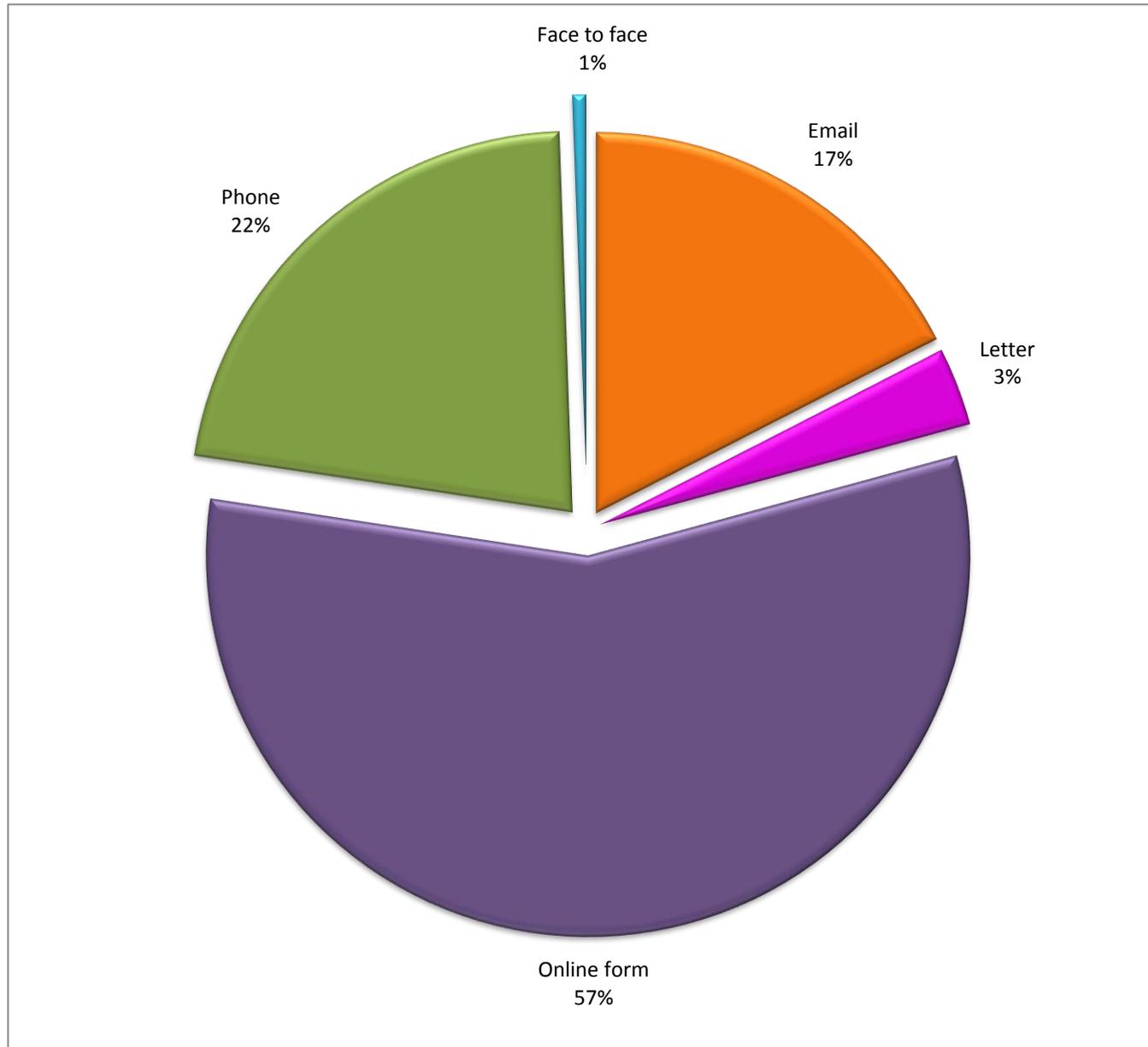
Senior Leadership Complaints team
13th August 2018

Corporate Complaints Report - Quarter 1 April to June 2018

	Stage 1				Stage 2				
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed days over 15	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed days over 20	
Asset Management	2	2	100%						
Benefits (A-K)	1	1	100%						
Benefits (L-Z)	1	1	100%						
Bereavement Services	1	1	100%		2	2	100%		
Business Rates									
Businesses									
Cemeteries									
Communications (Inc Living Magazine)									
Community Involvement (Inc Volunteers)									
Community Safety									
Council Tax	21	21	100%		6	5	83%		1
Crematorium	1	1	100%						
Customer Services	10	10	100%		1	1	100%		
Equality & Diversity									
Havering Music School									
Housing - Anti Social Behaviour	9	9	100%		3	3	100%		
Housing - Other	66	58	88%	8	18	8	44%		10
Housing - Repairs	65	59	91%	6	14	10	71%		4
Human Resources									
ICT / Web team									
Learning & Achievement									
Legal & Governance	4	4	100%						
Leisure Centres and Sport	1	1	100%		1	1	100%		
Library Services (Inc Having Museum)	5	5	100%						
Parks and Open Spaces (Inc allotments)	14	13	93%	1	2	1	50%		1
Planning & Building Control	15	13	87%	2	8	7	88%		1
Public Health									
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	12	12	100%		2	1	50%		1
Regeneration									
Registrar Services (Inc Birth, Death and Marriages)	4	4	100%		1	1	100%		
Roads and Pavements (Inc Street Lighting)	43	43	100%		3	3	100%		
Social Care Adults	1	1	100%						
Social Care Children's	1	1	100%		2		0%		2
Street Cleansing (Inc Trees)	30	27	90%	3	1	1	100%		
Traffic and Parking Control	88	84	95%	4	19	14	74%		5
Transactional Services	1	1	100%						
Waste and Recycling	56	55	98%	1	9	9	100%		
Total	452	427	94%	25	92	67	73%		25



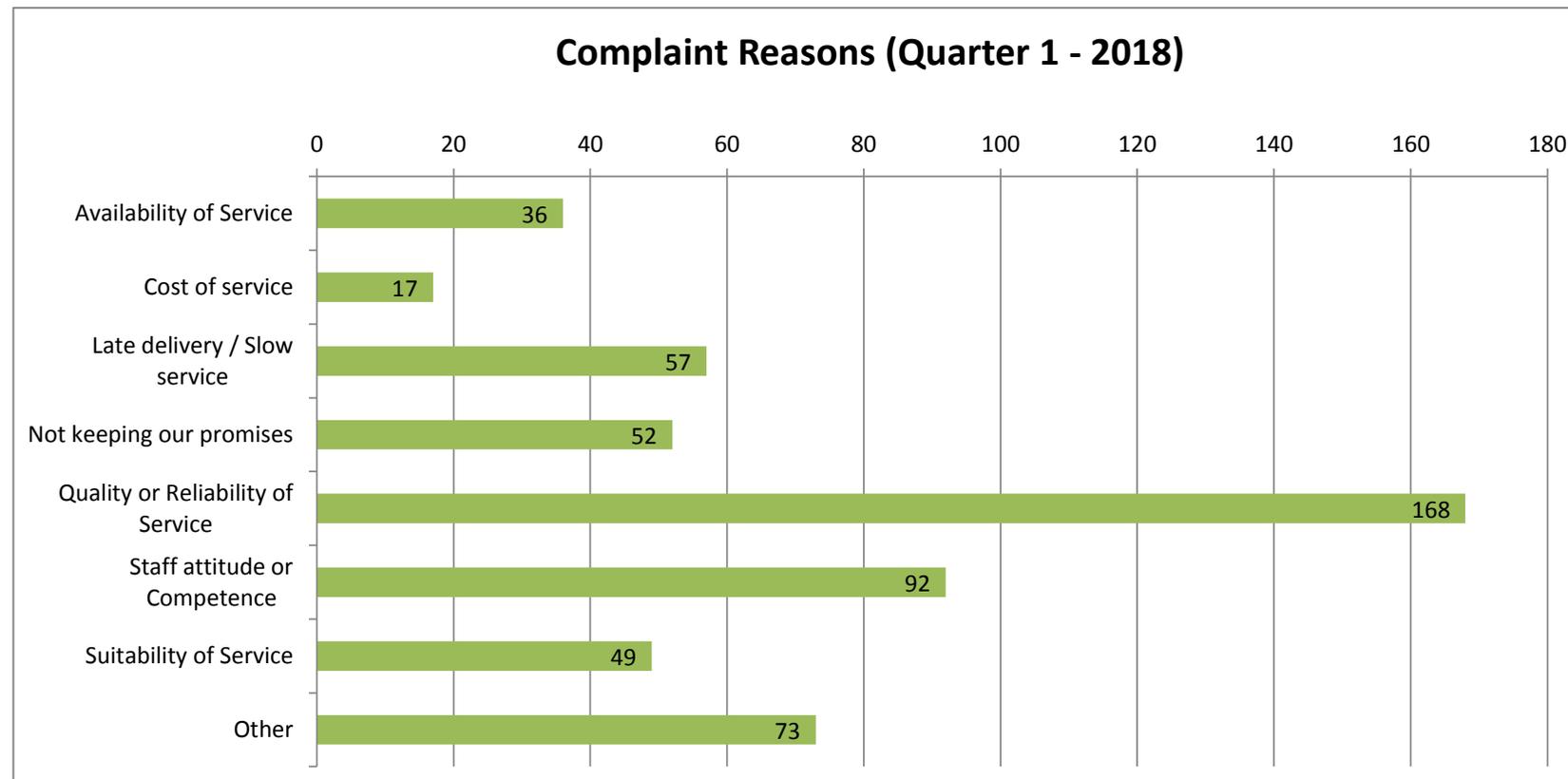
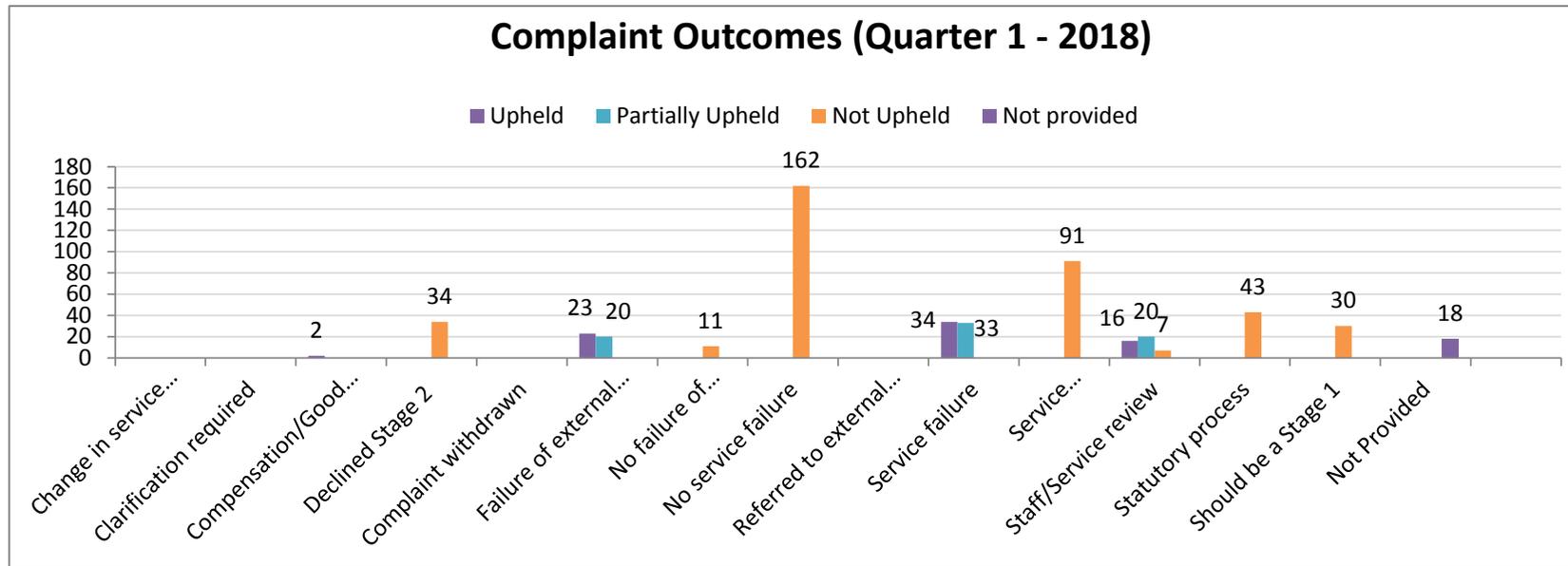
Quarter 1 Contact Type



Corporate Complaints Report - Quarter 1 April to June 2018

	Carry Over	April				May				June				Total
	Cumulative (Apr - Jun)	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*
Asset Management						1	100%			1	100%			2
Benefits (A-K)						1	100%							1
Benefits (L-Z)		1	100%									2	100%	1
Bereavement Services						1	100%							1
Business Rates														0
Businesses														0
Cemeteries														0
Communications (Inc Living														0
Community Involvement (Inc														0
Community Safety														0
Council Tax		5	100%	1	100%	13	100%	2	100%	3	100%	3	67%	21
Crematorium						1	100%							1
Customer Services		3	100%			4	100%	1	100%	3	100%			10
Equality & Diversity														0
Havering Music School														0
Housing - Anti Social Behaviour		2	100%			4	100%	2	100%	3	100%	1	100%	9
Housing - Other		19	84%	5	80%	20	90%	9	33%	27	89%	4	50%	66
Housing - Repairs		27	96%	10	80%	23	87%	3	33%	15	87%	1	100%	65
Human Resources														0
ICT / Web team														0
Learning & Achievement														0
Legal & Governance		2	100%							2	100%			4
Leisure Centres and Sport		1	100%					1	100%					1
Library Services (Inc Having		1	100%			2	100%			2	100%			5
Parks and Open Spaces (Inc		5	80%	2	50%	6	100%			3	100%			14
Planning & Building Control		4	75%	2	50%	9	89%	3	100%	2	100%	3	100%	15
Public Health														0
Public Protection (Inc Trading		2	100%	2	50%	4	100%			6	100%			12
Regeneration														0
Registrar Services (Inc Birth,						3	100%	1	100%	1	100%			4
Roads and Pavements (Inc Street		16	100%	2	100%	22	100%			5	100%	1	100%	43
Social Care Adults						1	100%						100%	1
Social Care Children's				1	0%			1	0%	1	100%		100%	1
Street Cleansing (Inc Trees)		8	100%	1	100%	9	89%			13	85%		100%	30
Traffic and Parking Control		23	96%	6	67%	40	98%	8	63%	25	92%	5	100%	88
Transactional Services		1	100%											1
Waste and Recycling		14	100%	1	100%	17	100%	1	100%	25	96%	7	100%	56
Stage 1 Logged (Total)	0	134				181				137				452
Completed in 15 days (%)			95%				96%				93%			
Stage 2 logged (Total)				33				32				27		92
Completed in 20 days (%)					73%				59%				89%	

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



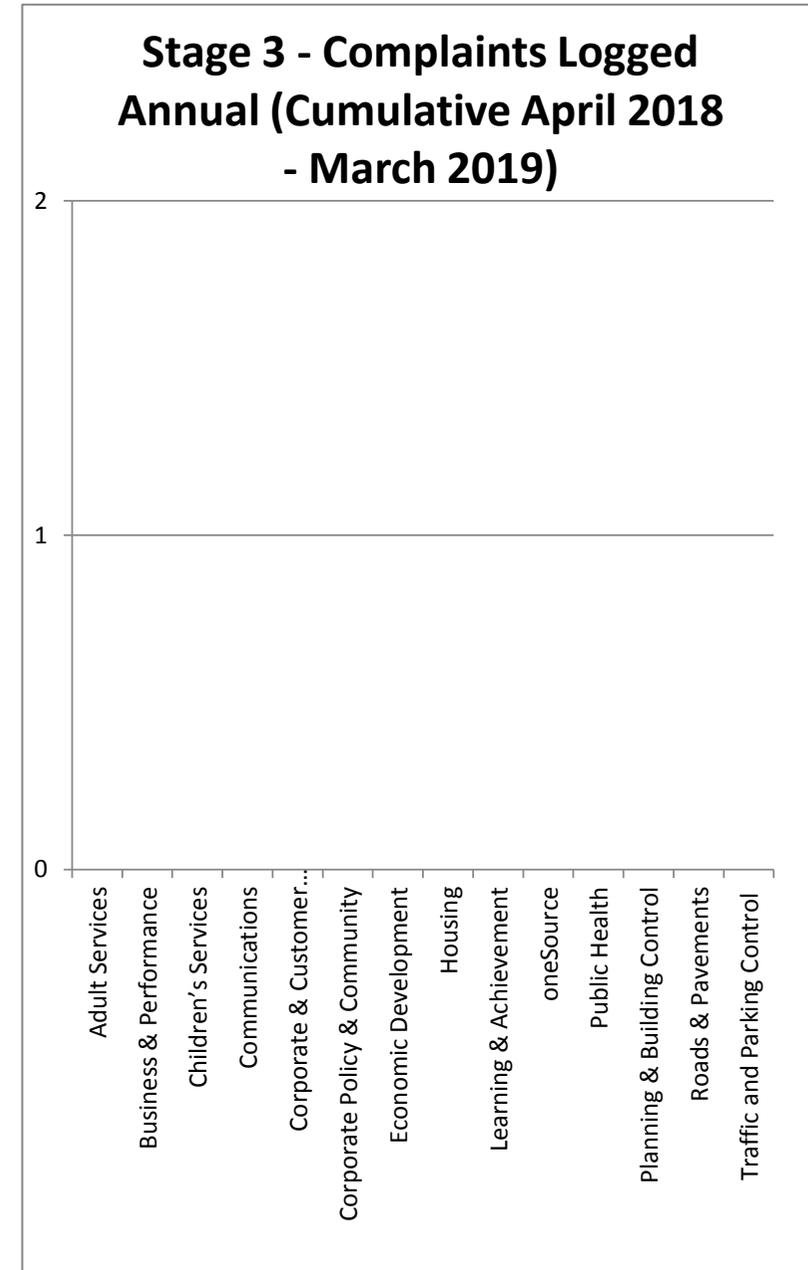
Detailed Summary of Stage 3 Complaints recorded for Quarter 1 2018

	Cumulative (April-Dec)	Apr-18	May-18	Jun-18	Total	Achieved within 31 Calendar
NONE		0	0	0	0	
Total Logged	0	0	0	1	0	

Stage 3 - Cumulative Complaint Outcomes

No Member Review Panel hearings during the Quarter

- Awaiting Member Review Panel
- Discontinued
- Not Upheld
- Partially Upheld
- Still Open With Complainant
- Still Open with Service
- Upheld



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						1		1	2
Benefits (A-K)				1					1
Benefits (L-Z)	1	2							3
Bereavement Services							1		
Business Rates									0
Cemeteries									0
Communications (Inc Living Magazine)									0
Council Tax	2	2	1	9	3	5	2	3	27
Crematorium						1			1
Customer Services	1	2		2		4		2	11
Community Safety									0
Housing - Anti Social Behaviour	1		4	3	1	1	1		11
Housing - Other	5	5	14	19		13	3	25	84
Housing - Repairs	3	13	5	28	1	10	4	16	80
Learning & Achievement									0
Legal & Governance		1		1		2			4
Leisure Centres and Sport				1			1		2
Library Services (Inc Having Museum)				3		1		1	5
Parks and Open Spaces (Inc allotments)	2	1	2	6	2		3		16
Planning & Building Control		5	5	8		1	2	2	23
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	2			4		5	1	2	14
Registrar Services (Inc Birth, Death and Marriages)			1	1		2		1	5
Roads and Pavements (Inc Street Lighting)	6	2	4	18		3	11	2	46
Social Care Adults						1			1
Social Care Children's				1		1	1		3
Street Cleansing (Inc Trees)	3	5	2	11		5	2	3	31
Traffic and Parking Control	6	7	4	38	6	30	10	6	107
Transactional Services	1								1
Waste and Recycling	3	12	10	14	4	6	7	9	65
Total:	36	57	52	168	17	92	49	73	544

This table shows the breakdown of complaint reasons for each service area for Stages 1, 2 and 3.