

**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 revision of timescales to the Corporate Complaints Policy and Procedure, with effect from 1st October 2018, we have to respond to Stage 1 complaints in 10 days, 25 days for a Stage 2 and 30 working 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 Quarter 4 2017:

Stage 1 percentage to time overall (451/469)	96%
Stage 2 percentage to time (65/78)	83%
Stage 3 percentage to time (One case)	100%
Stage 1 & 2 cumulative score	94%

Performance for Quarter 2 2018:

Stage 1 percentage to time overall (383/480)	80%
Stage 2 percentage to time (82/98)	84%
Stage 3 percentage to time (One case)	0%

Performance for Quarter 4 2018:

Stage 1 percentage to time overall (390/499)	78%
Stage 2 percentage to time (93/115)	81%
Stage 3 percentage to time (No cases)	0%
Stage 1 & 2 cumulative score	79%

Performance for Quarter 3 2018:

Stage 1 percentage to time overall (315/411)	77%
Stage 2 percentage to time (61/69)	88%
Stage 3 percentage to time (No cases)	0%

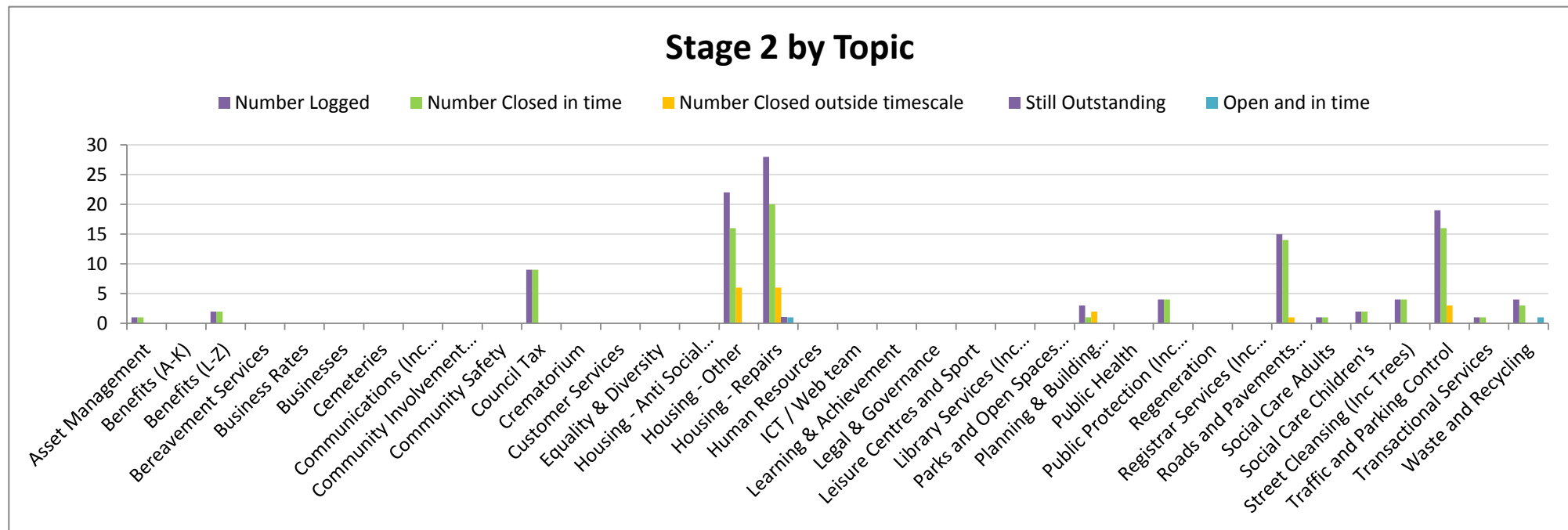
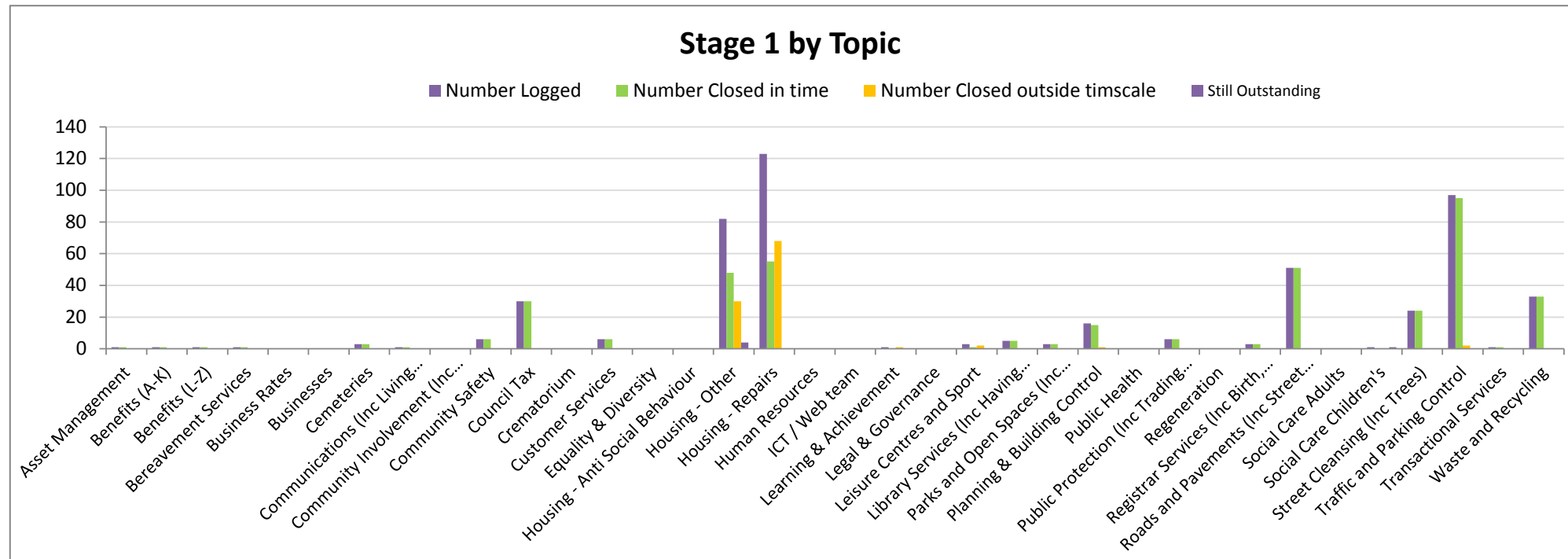
Performance for Quarter 1 2018:

Stage 1 percentage to time overall (427/452)	95%
Stage 2 percentage to time (67/92)	73%
Stage 3 percentage to time (No cases)	0%

Senior Leadership Support team  
8th May 2019

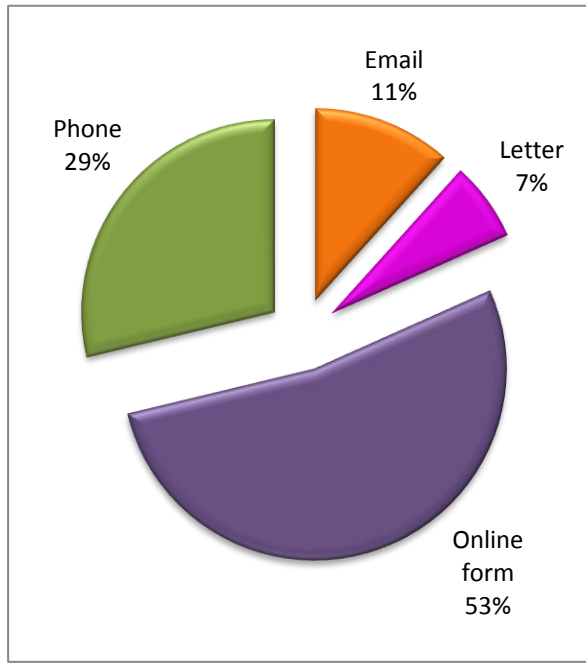
Corporate Complaints Report - Quarter 4 - January to March 2019

	Stage 1					Stage 2					
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	Still open	Still open and in time
Art Services											
Asset Management	1	1	100%			1	1	100%			
Benefits (A-K)	1	1	100%								
Benefits (L-Z)	1	1	100%			2	2	100%			
Bereavement Services	1	1	100%								
Business Rates											
Businesses											
Cemeteries	3	3	100%								
Communications (Inc Living Magazine)	1	1	100%								
Community Involvement (Inc Volunteers)											
Community Safety	6	6	100%								
Council Tax	30	30	100%			9	9	100%			
Crematorium											
Customer Services	6	6	100%								
Equality & Diversity											
Housing - Anti Social Behaviour											
Housing - Other	82	48	59%	30	4	22	16	73%	6		
Housing - Repairs	123	55	45%	68		28	20	71%	6	1	1
Human Resources											
ICT / Web team											
Learning & Achievement	1	0	0%	1							
Legal & Governance											
Leisure Centres and Sport	3	1	33%	2							
Library Services (Inc Having Museum)	5	5	100%								
Parks and Open Spaces (Inc allotments)	3	3	100%								
Planning & Building Control	16	15	94%	1		3	1	33%	2		
Public Health											
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	6	6	100%			4	4	100%			
Regeneration											
Registrar Services (Inc Birth, Death and Marriages)	3	3	100%								
Roads and Pavements (Inc Street Lighting)	51	51	100%			15	14	93%	1		
Social Care Adults						1	1	100%			
Social Care Children's	1	0	0%	1		2	2	100%			
Street Cleansing (Inc Trees)	24	24	100%			4	4	100%			
Traffic and Parking Control	97	95	98%	2		19	16	84%	3		
Transactional Services	1	1	100%			1	1	100%			
Waste and Recycling	33	33	100%			4	3	75%			1
<b>Total</b>	<b>499</b>	<b>390</b>	<b>78%</b>	<b>105</b>	<b>4</b>	<b>115</b>	<b>94</b>	<b>82%</b>	<b>18</b>	<b>1</b>	<b>2</b>

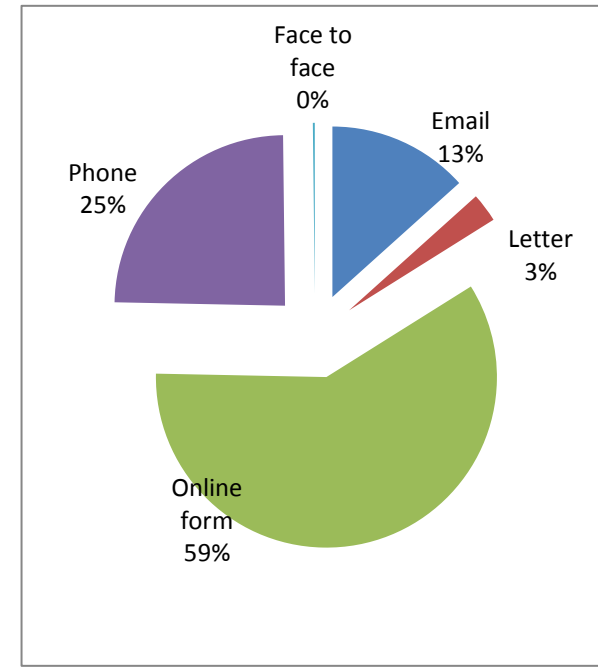


Contact Type

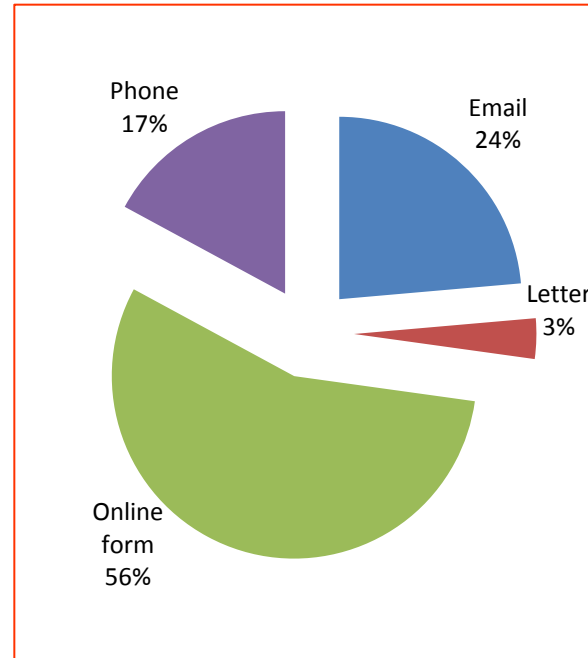
Quarter 4 2017/18



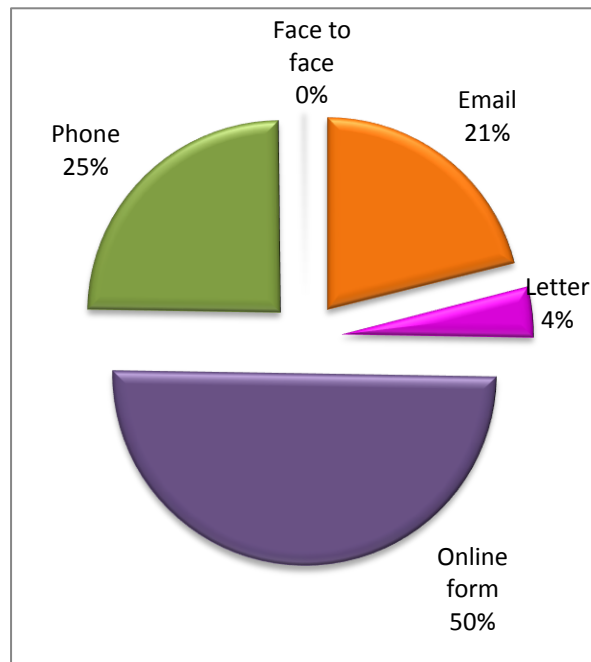
Quarter 3 2018/19



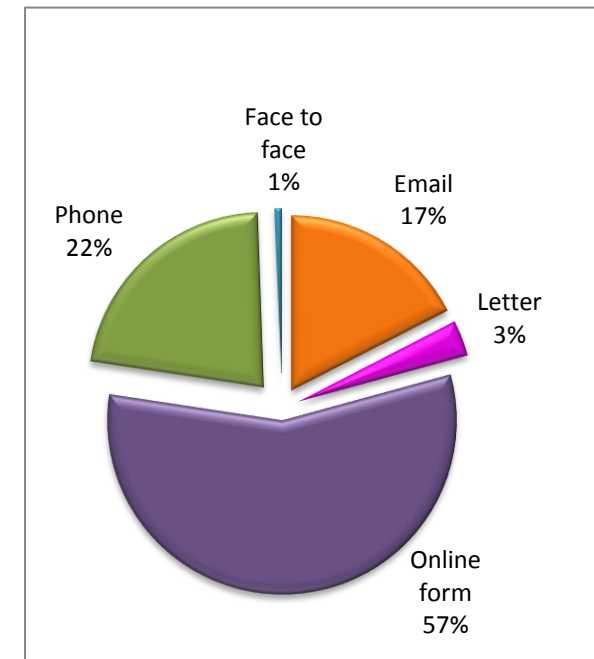
Quarter 4 2018/19



Quarter 2 2018/19



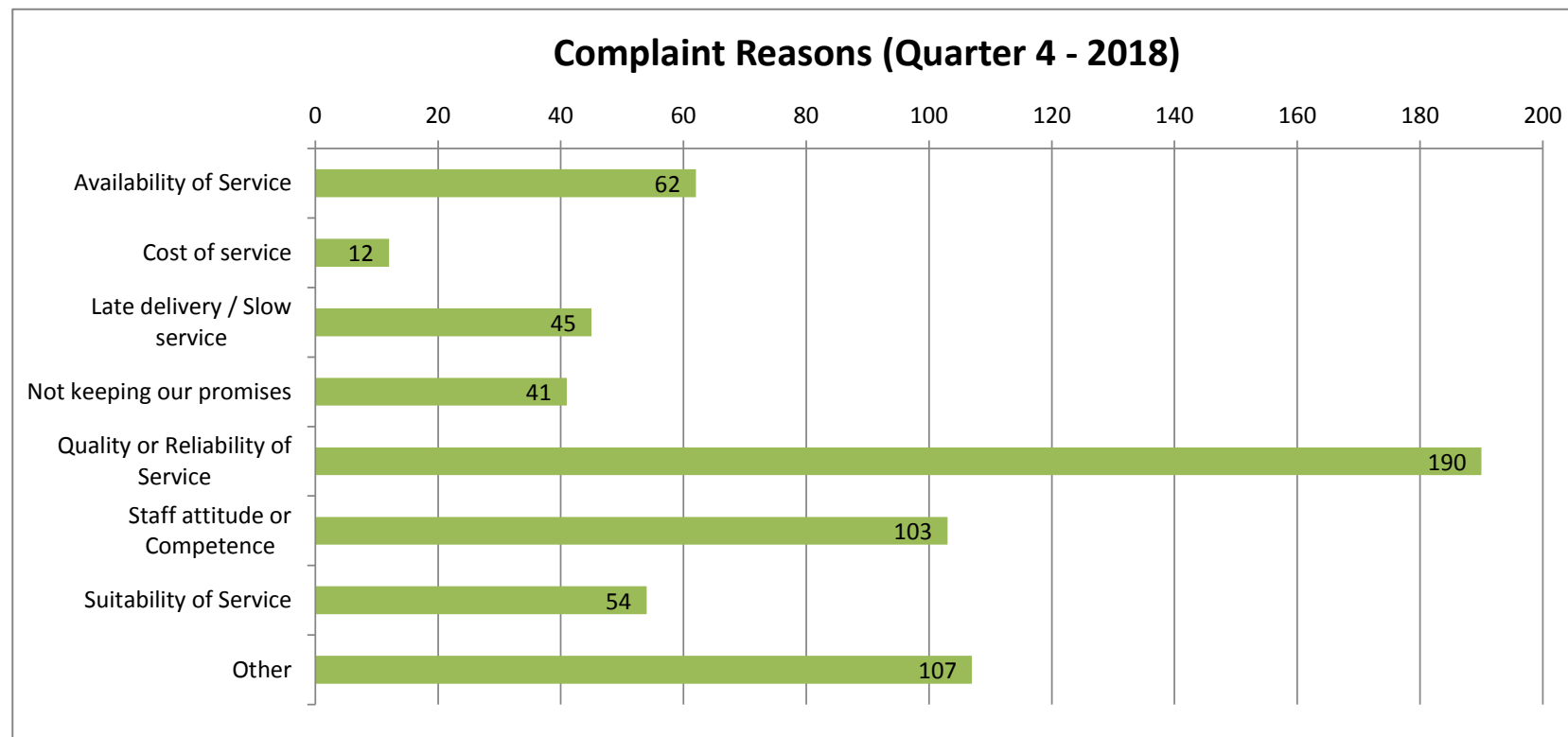
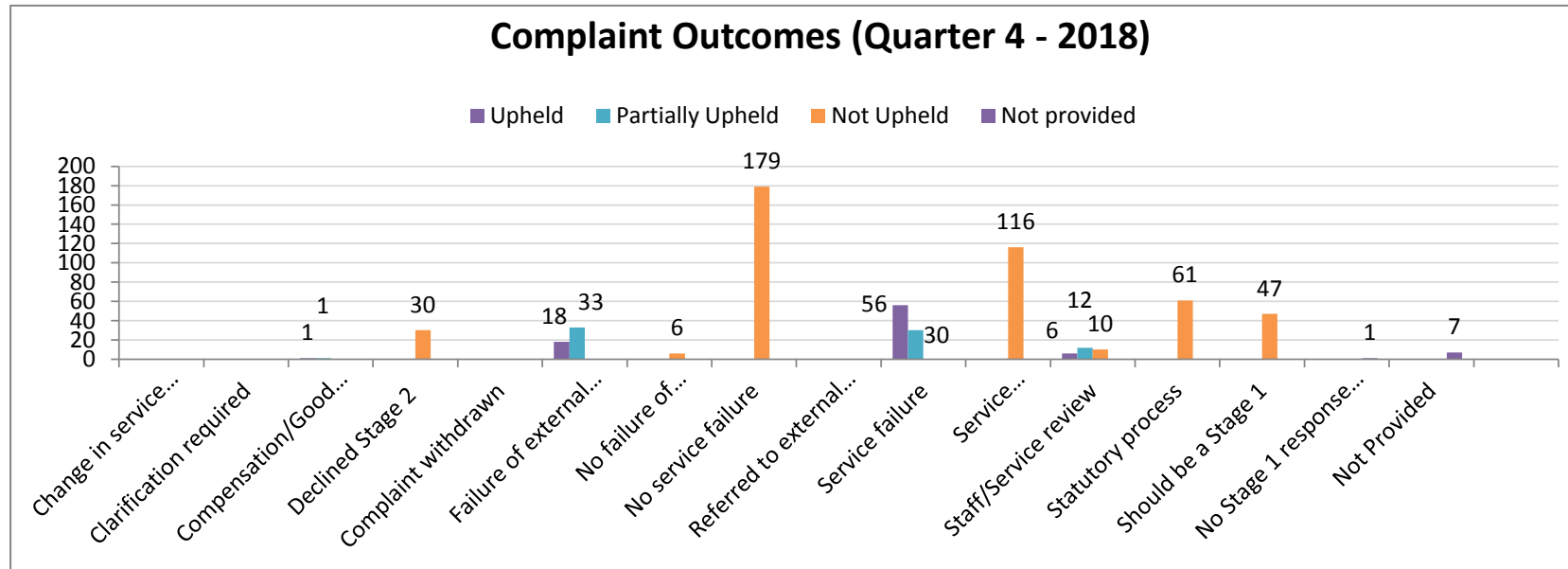
Quarter 1 2018/19



Corporate Complaints Report - Quarter 4 - January to March 2019

	Carry Over	January				February				March				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*
Art Services	1													1
Asset Management	5					1	100%					1	100%	6
Benefits (A-K)	5	1	100%											6
Benefits (L-Z)	4			1	100%	1	100%	1	0%					5
Bereavement Services	2									1	100%			3
Business Rates	0													0
Businesses	0													0
Cemeteries	2	1	100%							2	100%			5
Communications (Inc Living	1	1	100%											2
Community Involvement (Inc	0													0
Community Safety	3									6	100%			9
Council Tax	62	15	100%	6	100%	7	100%	1	100%	8	100%	2	100%	92
Crematorium	1													1
Customer Services	29	4	100%			2	100%							35
Equality & Diversity	0													0
Housing - Anti Social Behaviour	20													20
Housing - Other	210													210
Housing - Repairs	223	25	44%	6	67%	34	56%	7	43%	23	78%	9	100%	305
Human Resources	0	57	42%	12	67%	46	28%	5	60%	20	90%	11	82%	123
ICT / Web team	0													0
Learning & Achievement	1	1	0%											2
Legal & Governance	5													5
Leisure Centres and Sport	5	1	0%			1	100%			1	0%			8
Library Services (Inc Having	11	3	100%			1	100%			1	100%			16
Parks and Open Spaces (Inc	29									3	100%			32
Planning & Building Control	37	9	100%	1	0%	2	100%	1	100%	5	80%	1	100%	53
Public Health	0													0
Public Protection (Inc Trading	41	2	100%			2	100%	1	100%	2	100%	3	100%	47
Regeneration	0													0
Registrar Services (Inc Birth,	6	1	100%			2	100%							9
Roads and Pavements (Inc Street	116	12	100%	5	100%	19	100%	3	67%	20	100%	7	100%	167
Social Care Adults	3		100%					1	100%					3
Social Care Children's	7	1	0%					1	100%			1	100%	8
Street Cleansing (Inc Trees)	94	10	100%	3	100%	4	100%	1	100%	10	100%			118
Traffic and Parking Control	271	33	100%	7	100%	29	97%	8	63%	35	97%	4	100%	368
Transactional Services	2									1	100%	1	100%	3
Waste and Recycling	147	11	100%	1	100%	8	100%	1	100%	14	100%	2	50%	180
<b>Stage 1 Logged (Total)</b>	<b>1343</b>	<b>188</b>				<b>159</b>				<b>152</b>				<b>1842</b>
<b>Completed in 15 days (%)</b>	<b>87%</b>		<b>73%</b>				<b>69%</b>				<b>93%</b>			
<b>Stage 2 logged (Total)</b>	<b>259</b>			<b>42</b>				<b>31</b>				<b>42</b>		<b>374</b>
<b>Completed in 20 days (%)</b>	<b>81%</b>				<b>83%</b>				<b>61%</b>				<b>93%</b>	

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



Cumulative complaint figures April 18 - March 19

	Cumulative numbers logged April 17 - March 18 (Stage 1&2)	% of total	Cumulative numbers logged												
			April '18	May '18	June '18	July '18	August '18	September '18	October '18	November '18	December '18	January '19	February '19	March '19	
Asset Management	5	0.23%	0	1	1	2	0	0	0	0	0	1	0	0	0
Benefits (A-K)	8	0.36%	0	1	0	1	1	0	0	1	2	0	1	1	1
Benefits (L-Z)	7	0.32%	1	0	2	1	0	0	1	0	1	1	0	0	0
Bereavement Services	6	0.27%	0	1	0	0	1	0	0	1	0	1	2	0	0
Business Rates	2	0.09%	0	0	0	0	0	0	0	1	0	0	0	1	0
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Cemeteries	2	0.09%	0	0	0	0	0	0	1	0	1	0	0	0	0
Communications (Inc Living	4	0.18%	0	0	0	0	0	0	1	0	0	1	0	2	0
Community Involvement (Inc	1	0.05%	0	0	0	0	0	0	0	0	0	1	0	0	0
Community Safety	3	0.14%	0	0	0	0	0	0	2	0	1	0	0	0	0
Council Tax	59	2.66%	6	15	6	0	0	0	10	9	7	0	0	6	0
Crematorium	61	2.75%	0	1	0	8	7	6	0	0	0	21	8	10	0
Customer Services	22	0.99%	3	5	3	0	0	0	5	6	0	0	0	0	0
Equality & Diversity	14	0.63%	0	0	0	4	3	1	0	0	0	4	2	0	0
Havering Music School	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Housing - Anti Social Behaviour	17	0.77%	2	6	4	0	0	0	2	2	1	0	0	0	0
Housing - Other	149	6.72%	24	29	31	2	5	2	39	0	17	0	0	0	0
Housing - Repairs	369	16.65%	37	26	16	19	44	29	27	24	43	31	41	32	0
Human Resources	273	12.32%	0	0	0	30	20	31	0	41	0	69	51	31	0
ICT / Web team	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Learning & Achievement	2	0.09%	0	0	0	0	0	1	0	0	0	1	0	0	0
Legal & Governance	7	0.32%	2	0	2	2	0	0	0	0	1	0	0	0	0
Leisure Centres and Sport	10	0.45%	1	1	0	1	1	2	0	0	1	1	1	1	1
Library Services (Inc Having	18	0.81%	1	2	2	1	0	4	0	2	1	3	1	1	1
Parks and Open Spaces (Inc	37	1.67%	7	6	3	7	2	3	4	1	1	0	0	3	0
Planning & Building Control	82	3.70%	6	12	5	6	13	11	4	5	1	10	3	6	0
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Public Protection (Inc Trading	58	2.62%	4	4	6	6	8	9	6	3	2	2	3	5	0
Regeneration	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Registrar Services (Inc Birth, Death	10	0.45%	0	4	1	0	0	0	0	2	0	1	2	0	0
Roads and Pavements (Inc Street	201	9.07%	18	22	6	15	17	15	14	17	11	17	22	27	0
Social Care Adults	5	0.23%	0	1	0	2	1	0	0	0	0	0	1	0	0
Social Care Children's	13	0.59%	1	1	1	3	4	0	0	0	0	1	1	1	0
Street Cleansing (Inc Trees)	129	5.82%	9	9	13	12	20	12	12	6	8	13	5	10	0
Traffic and Parking Control	433	19.54%	29	48	30	43	40	36	30	35	26	40	37	39	0
Transactional Services	4	0.18%	1	0	0	0	0	0	0	1	0	0	0	2	0
Waste and Recycling	205	9.25%	15	18	32	24	20	20	14	14	11	12	9	16	0
<b>Total Complaints logged</b>	<b>2216</b>		<b>167</b>	<b>213</b>	<b>164</b>	<b>189</b>	<b>207</b>	<b>182</b>	<b>172</b>	<b>171</b>	<b>137</b>	<b>230</b>	<b>190</b>	<b>194</b>	
<b>Overall % of complaints 1&amp;2 completed within time</b>			<b>91%</b>			<b>80%</b>			<b>78%</b>			<b>79%</b>			

Complaint Reasons

Corporate Complaints Report - Quarter 4 - January to March 2019

	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
Art Services									0
Asset Management	2								2
Benefits (A-K)									0
Benefits (L-Z)		1		1		1	1		4
Bereavement Services						1			1
Business Rates									0
Cemeteries			1			2			3
Communications (Inc Living Magazine)				1					1
Council Tax		4	2	14	3	10	3	3	39
Crematorium									0
Customer Services				2		3		1	6
Community Safety	3			3					6
Housing - Anti Social Behaviour									0
Housing - Other	12	3	5	22	1	28	6	27	104
Housing - Repairs	9	21	14	52	1	9	4	41	151
Learning & Achievement				1					1
Legal & Governance									0
Leisure Centres and Sport	2					1			3
Library Services (Inc Having Museum)				2	1	1	1		5
Parks and Open Spaces (Inc allotments)	1			1		1			3
Planning & Building Control		1	3	9		3	2	1	19
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	1	2	3	1		1	1	1	10
Registrar Services (Inc Birth, Death and Marriages)	2				1				3
Roads and Pavements (Inc Street Lighting)	7	8	4	22		8	12	5	66
Social Care Adults		1							1
Social Care Children's	1			1		1			3
Street Cleansing (Inc Trees)	6			11		2	5	4	28
Traffic and Parking Control	13	4	4	31	3	27	18	16	116
Transactional Services				2					2
Waste and Recycling	3		5	14	2	4	1	8	37
<b>Total:</b>	<b>62</b>	<b>45</b>	<b>41</b>	<b>190</b>	<b>12</b>	<b>103</b>	<b>54</b>	<b>107</b>	<b>614</b>

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