

**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 2019 until March 2020

Performance for Quarter 1 2019:	
Stage 1 percentage to time overall (469/490)	96%
Stage 2 percentage to time (75/84)	89%
Stage 3 percentage to time (No cases)	0 %
Stage 1 & 2 cumulative score (544/574)	95%

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%
Stage 1 & 2 cumulative score	78%

Performance for Quarter 2 2019:	
Stage 1 percentage to time overall 92% (519/562)	
Stage 2 percentage to time 69% (77/111)	
Stage 3 percentage to time (No cases)	0%
Stage 1 & 2 cumulative score	

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 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%
Stage 1 & 2 cumulative score	80%

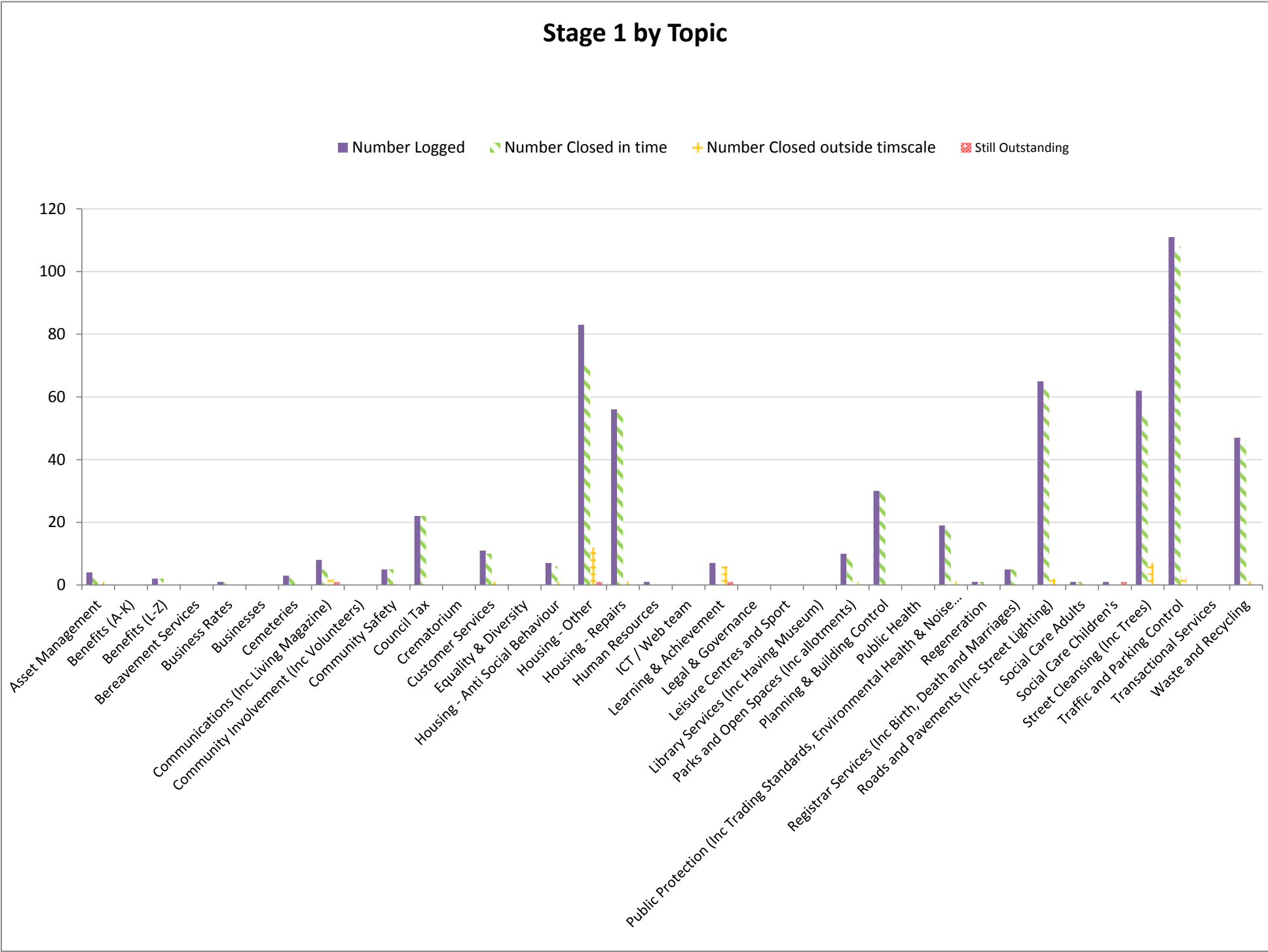
Senior Leadership Support team

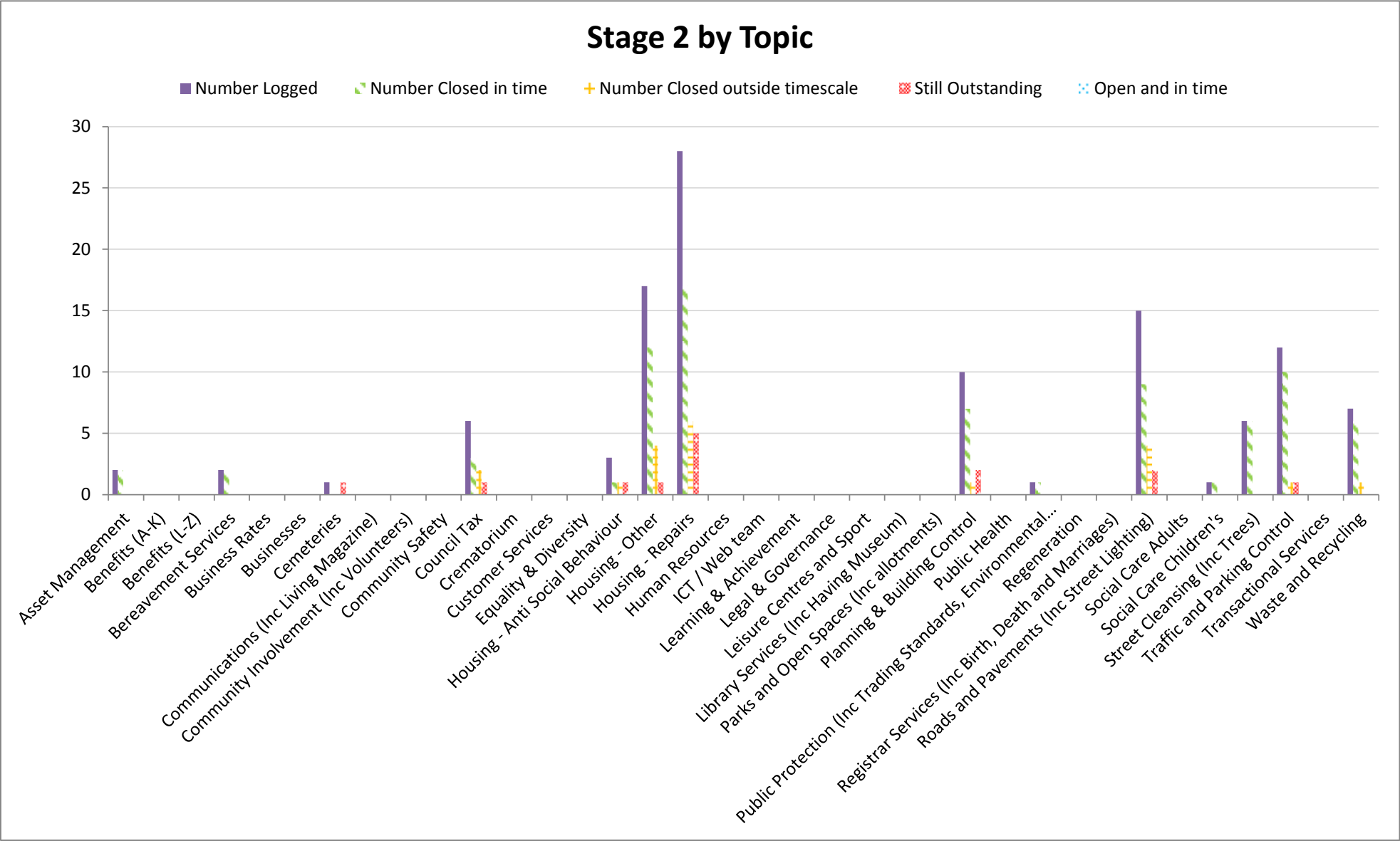
20th November 2019

## Corporate Complaints Report - Quarter 2 - July to September 2019

## Appendix 1

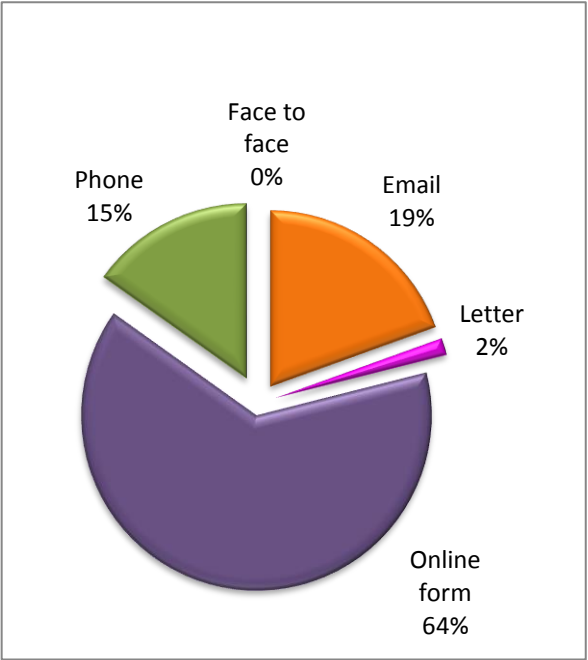
	Stage 1					Stage 2					
	Number Logged	Closed in 10 days	Closed in 10 days (%)	Closed over 10 days	Still open	Number Logged	Closed in 25 days	Closed in 25 days (%)	Closed over 25 days	Still open	Still open and in time
Asset Management	3	2	67%	1		2	2	100%			
Benefits (A-K)											
Benefits (L-Z)	2	2	100%								
Bereavement Services						2	2	100%			
Business Rates	1	1	100%								
Businesses											
Cemeteries	3	3	100%			1		0%		1	
Communications (Inc Living Magazine)	8	5	63%	2	1						
Community Involvement (Inc Volunteers)											
Community Safety	6	6	100%								
Council Tax	22	22	100%			6	3	50%	2	1	
Crematorium											
Customer Services	11	10	91%	1							
Equality & Diversity											
Housing - Anti Social Behaviour	7	6	86%	1		3	1	33%	1	1	
Housing - Other	83	70	84%	12	1	17	12	71%	4	1	
Housing - Repairs	56	55	98%	1		28	17	61%	6	5	
Human Resources	1	1	100%								
ICT / Web team											
Learning & Achievement	7			6	1						
Legal & Governance											
Leisure Centres and Sport											
Library Services (Inc Having Museum)											
Parks and Open Spaces (Inc allotments)	10	9	90%	1							
Planning & Building Control	30	30	100%			10	7	70%	1	2	
Public Health											
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	19	18	95%	1		1	1	100%			
Regeneration	1	1	100%								
Registrar Services (Inc Birth, Death and Marriages)	5	5	100%								
Roads and Pavements (Inc Street Lighting)	65	63	97%	2		15	9	60%	4	2	
Social Care Adults	1	1	100%								
Social Care Children's	1		0%		1	1	1	100%			
Street Cleansing (Inc Trees)	62	55	89%	7		6	6	100%			
Traffic and Parking Control	111	108	97%	3		12	10	83%	1	1	
Transactional Services											
Waste and Recycling	47	46	98%	1		7	6	86%	1		
<b>Total</b>	<b>562</b>	<b>519</b>	<b>92%</b>	<b>39</b>	<b>4</b>	<b>111</b>	<b>77</b>	<b>69%</b>	<b>20</b>	<b>14</b>	<b>0</b>



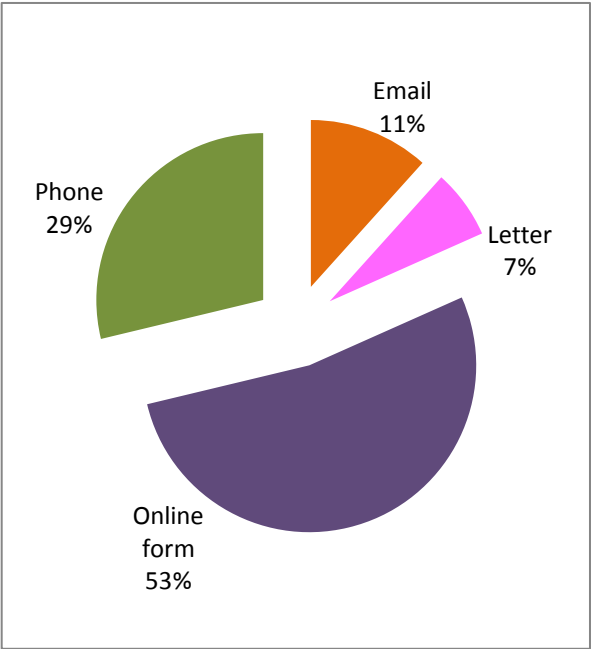


Contact Type

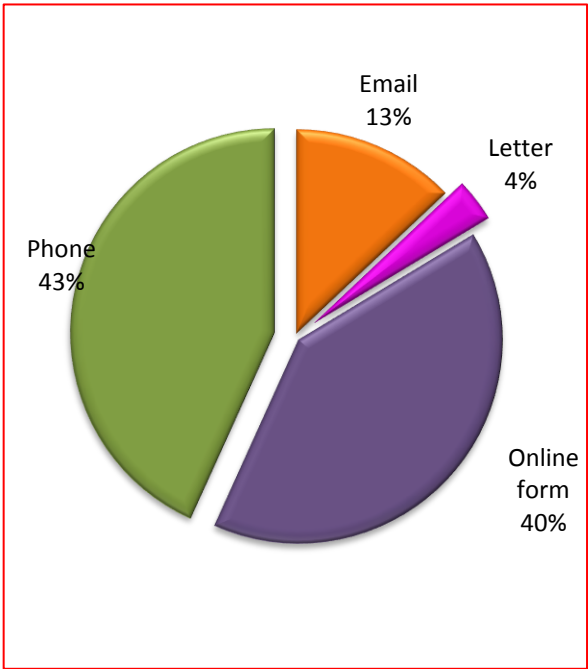
Quarter 1 2019/2020



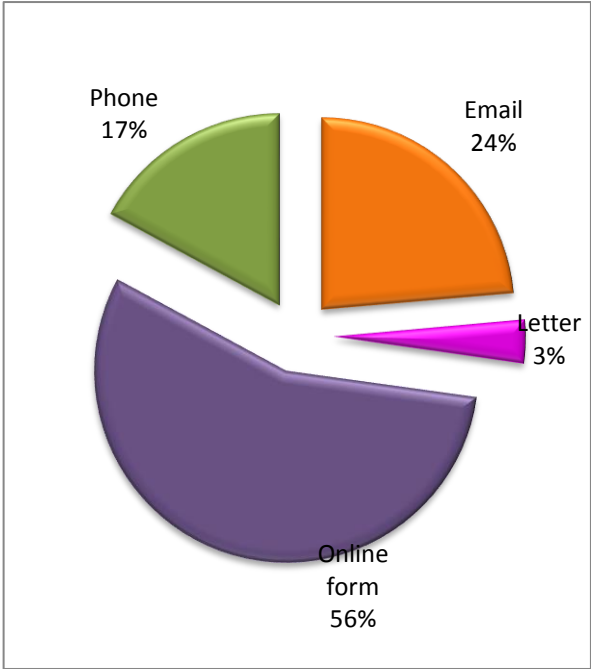
Quarter 3 2018/19



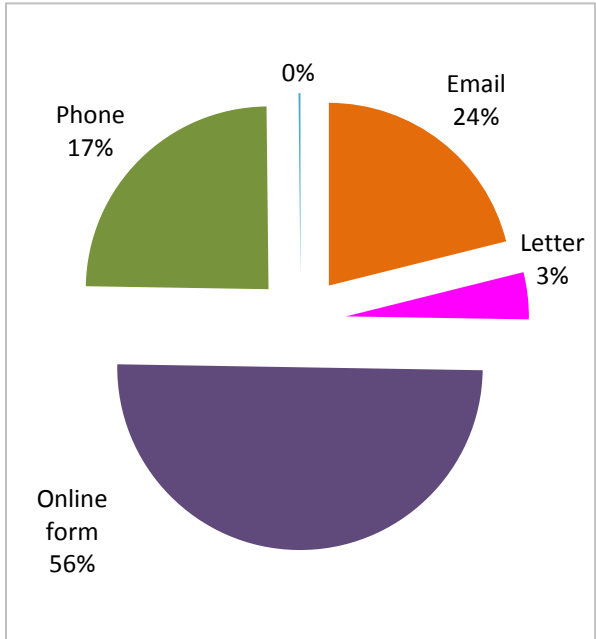
Quarter 2 2019/20



Quarter 4 2018/19



Quarter 2 2018/19



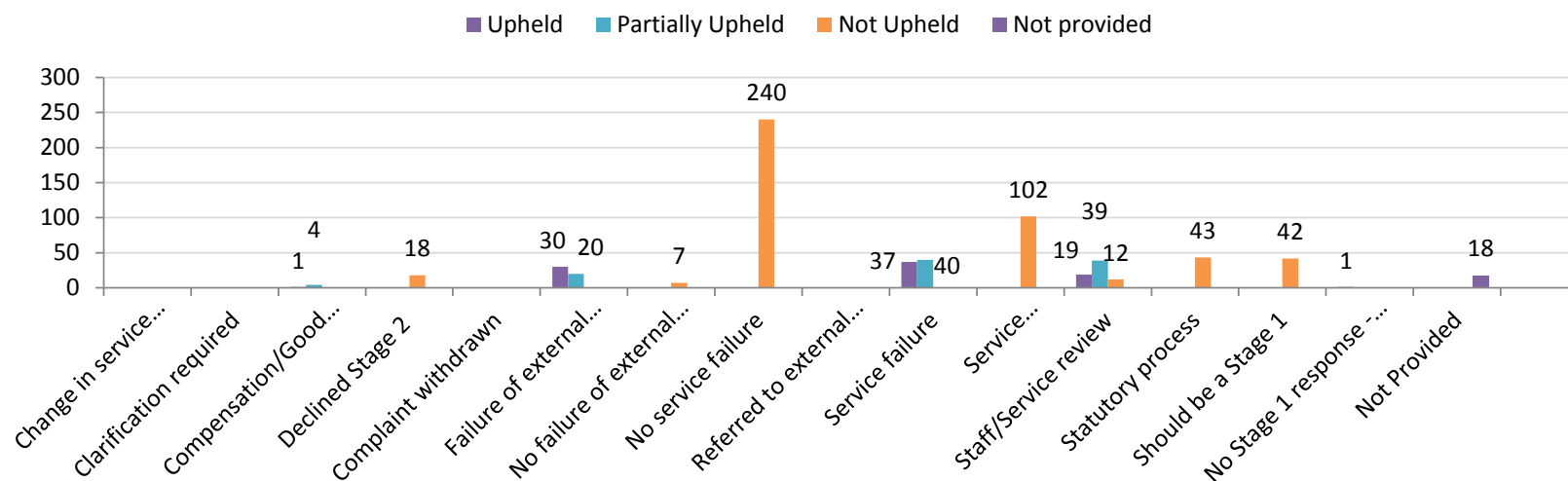
## Corporate Complaints Report - Quarter 2 - July to September 2019

## Appendix 1

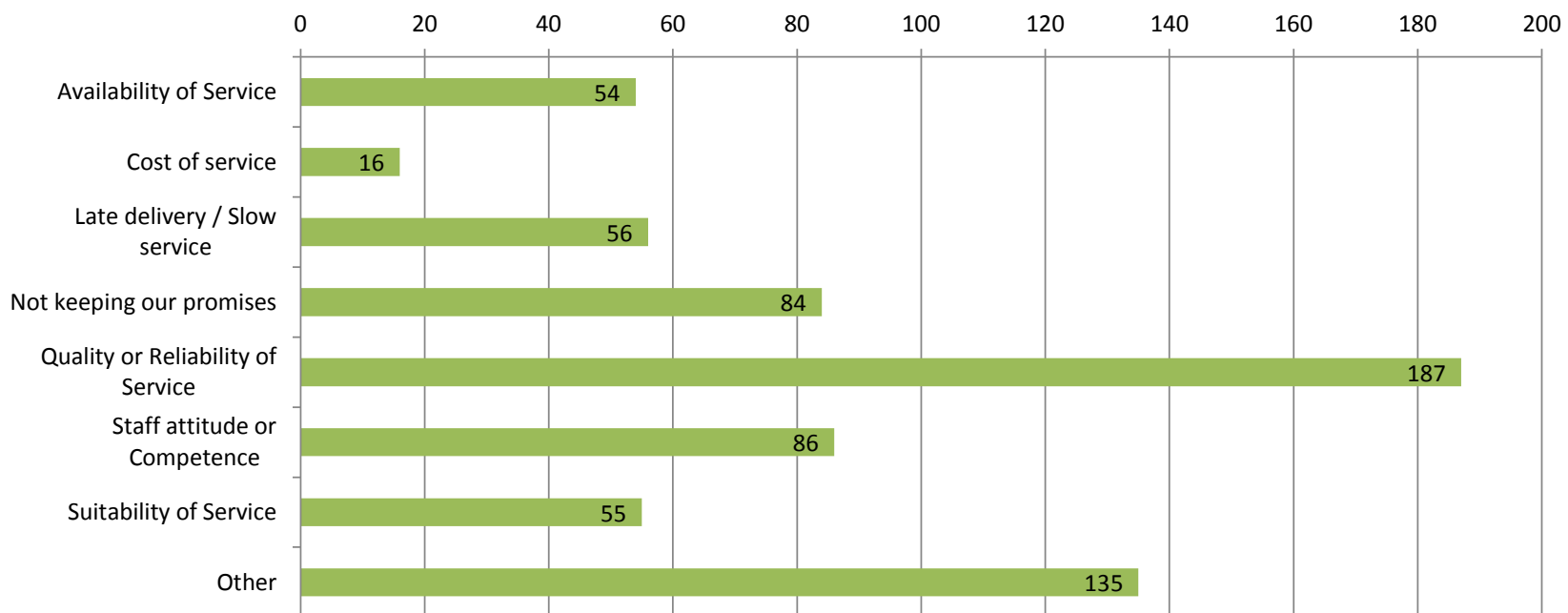
	Carry Over	July				August				September				Total
	Cumulative (Apr - Sept)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumulative*
Asset Management	3	1	100%			1	100%	1	100%	1	0%	1	100%	6
Benefits (A-K)	3													3
Benefits (L-Z)	4		100%			1	100%			1	100%			6
Bereavement Services	1													1
Business Rates	0			2	100%					1	100%			1
Businesses	0													0
Cemeteries	2	1	100%			2	100%					1	0%	5
Communications (Inc Living	0					6	83%			2	0%			8
Community Involvement (Inc	0													0
Community Safety	1	2	100%			1	100%			3	100%			7
Council Tax	17	6	100%	2	100%	6	100%	3	33%	10	100%	1	0%	39
Crematorium	0													0
Customer Services	10	4	100%			3	100%			4	75%			21
Equality & Diversity	0													0
Housing - Anti Social Behaviour	8	2	100%							3	67%	2	50%	13
Housing - Other	63	30	97%	7	100%	2	100%	1	0%	32	81%	7	71%	127
Housing - Repairs	66	21	100%	9	78%	21	71%	3	0%	15	93%	9	56%	123
Human Resources	0					20	100%	10	50%					20
ICT / Web team	0					1	100%							1
Learning & Achievement	0									7	0%			7
Legal & Governance	0													0
Leisure Centres and Sport	2													2
Library Services (Inc Having	2													2
Parks and Open Spaces (Inc	14	4	75%		100%	4	100%			2	100%			24
Planning & Building Control	17	12	100%	2	100%	7	100%	4	100%	11	100%	4	25%	47
Public Health	1													1
Public Protection (Inc Trading	9	8	100%	1	100%	4	75%			7	100%			28
Regeneration	0	1	100%											1
Registrar Services (Inc Birth,	1	2	100%			2	100%			1	100%			6
Roads and Pavements (Inc Street	55	23	96%	1	100%	22	100%	6	50%	20	95%	8	63%	120
Social Care Adults	1					1	100%		100%					2
Social Care Children's	0	1	0%	1	100%									1
Street Cleansing (Inc Trees)	47	16	75%	3	100%	19	89%	2	100%	27	96%	1	100%	109
Traffic and Parking Control	108	42	100%	6	83%	36	94%	2	100%	33	97%	4	75%	219
Transactional Services	0													0
Waste and Recycling	55	14	100%	2	100%	11	100%	3	67%	22	95%	2	100%	102
Stage 1 Logged (Total)	490	190				170				202				1052
Completed in 15 days (%)	96%		96%				93%				89%			
Stage 2 logged (Total)	84			36				35				40		195
Completed in 20 days (%)	89%				92%				63%				63%	

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

### Complaint Outcomes (Quarter 2 - 2019)



### Complaint Reasons (Quarter 2 - 2019)



## Cumulative complaint figures April 19 - March 20

	Cumulative numbers logged April 17 - March 18 (Stage 1&2)	% of total	April '19	May '19	June '19	July '19	August '19	September '19	October '19	November '19	December '19	January '20	February '20	March '20
Asset Management	8	0.64%	0	2	1	1	2	2						
Benefits (A-K)	3	0.24%	0	3	0	0	0	0						
Benefits (L-Z)	9	0.72%	2	3	2	0	1	1						
Bereavement Services	2	0.16%	0	0	2	0	0	0						
Business Rates	3	0.24%	0	0	0	2	0	1						
Businesses	0	0.00%	0	0	0	0	0	0						
Cemeteries	6	0.48%	1	0	1	1	2	1						
Communications (Inc Living	8	0.64%	0	0	0	0	6	2						
Community Involvement (Inc	0	0.00%	0	0	0	0	0	0						
Community Safety	7	0.56%	0	0	1	2	1	3						
Council Tax	48	3.85%	8	8	4	8	9	11						
Crematorium	0	0.00%	0	0	0	0	0	0						
Customer Services	25	2.00%	4	5	5	4	3	4						
Equality & Diversity	0	0.00%	0	0	0	0	0	0						
Havering Music School	0	0.00%	0	0	0	0	0	0						
Housing - Anti Social Behaviour	21	1.68%	6	2	3	2	3	5						
Housing - Other	176	14.11%	27	23	26	37	24	39						
Housing - Repairs	161	12.91%	22	27	28	30	30	24						
Human Resources	1	0.08%	0	0	0	0	1	0						
ICT / Web team	0	0.00%	0	0	0	0	0	0						
Learning & Achievement	7	0.56%	0	0	0	0	0	7						
Legal & Governance	1	0.08%	0	0	1	0	0	0						
Leisure Centres and Sport	2	0.16%	1	0	1	0	0	0						
Library Services (Inc Having	2	0.16%	2	0	0	0	0	0						
Parks and Open Spaces (Inc	25	2.00%	5	6	4	4	4	2						
Planning & Building Control	62	4.97%	8	9	5	14	11	15						
Public Health	2	0.16%	1	1	0	0	0	0						
Public Protection (Inc Trading	32	2.57%	6	3	3	9	4	7						
Regeneration	1	0.08%	0	0	0	1	0	0						
Registrar Services (Inc Birth, Death	6	0.48%	0	0	1	2	2	1						
Roads and Pavements (Inc Street	119	9.54%	25	27	15	24	28	0						
Social Care Adults	31	2.49%	0	2	0	0	1	28						
Social Care Children's	2	0.16%	0	0	0	2	0	0						
Street Cleansing (Inc Trees)	118	9.46%	14	19	17	19	21	28						
Traffic and Parking Control	243	19.49%	43	35	42	48	38	37						
Transactional Services	0	0.00%	0	0	0	0	0	0						
Waste and Recycling	116	9.30%	14	21	27	16	14	24						
Total Complaints logged	1247		189	196	189	226	205	242	0	0	0	0	0	0
Overall % of complaints 1&2 completed within time			95%			89%						#DIV/0!		

## Complaint Reasons



## Corporate Complaints Report - Quarter 2 - July to September 2019

## Appendix 1

	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		2	2					1	5
Benefits (A-K)									0
Benefits (L-Z)				1	1				2
Bereavement Services									0
Business Rates				3					3
Cemeteries				1			3		4
Communications (Inc Living Magazine)		1	2	1		2	2		8
Council Tax	1	4	2	8	3	6		4	28
Crematorium									0
Customer Services	1			3		2		5	11
Community Safety	1			3			1	1	6
Housing - Anti Social Behaviour		1	4			2		3	10
Housing - Other	5	3	17	31	2	16	3	23	100
Human Resources		1							1
Housing - Repairs	3	6	13	30	2	9	1	20	84
Learning & Achievement	1		2	1				3	7
Legal & Governance									0
Leisure Centres and Sport									0
Library Services (Inc Having Museum)									0
Parks and Open Spaces (Inc allotments)	2	1	1	2		1	1	2	10
Planning & Building Control	1	7	5	9		6	4	8	40
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	2		2	4		4	2	6	20
Regeneration								1	1
Registrar Services (Inc Birth, Death and Marriages)	1			1	1	1		1	5
Roads and Pavements (Inc Street Lighting)	15	9	13	17	1		14	11	80
Social Care Adults			1						1
Social Care Children's	1						1		2
Street Cleansing (Inc Trees)	3	8	10	29		7	3	8	68
Traffic and Parking Control	14	10	7	17	6	21	18	30	123
Transactional Services									0
Waste and Recycling	3	3	3	26		9	2	8	54
Total:	54	56	84	187	16	86	55	135	673

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