

Appendix 1

Corporate Complaints Q2 Report

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.

Following the launch of the new Corporate Complaints Policy and Procedure on 1st April 2015, the timescales in which we have to respond to a complaint has increased from 10 working days to 15 working days for a Stage 1 complaint and from 10 working days to 20 working days for a Stage 2 complaint. For the first time Stage 3 (Adjudication and Review) has a target. This is 31 calendar days.

The target to achieve has also increased for both Stage 1 and Stage 2 responses and is now 95% to time.

The following performance figures now relate solely to complaints under the new process.

Information on the following pages show:

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

Stage 3 complaints that started prior to the new process that have also resulted in an MRP this year

Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2015 until March 2016

Quarter 2 Performance (Cumulative July- Sept 2015)	
Stage 1 percentage to time overall	93%
Stage 2 Percentage to time	83%
Stage 3 Percentage to time	100%
Stage 1 & 2 cumulative score	88%

Performance for August (in short) is therefore:

Stage 1 percentage to time overall	91%
Stage 2 percentage to time	100%
Stage 3 percentage to time	100%
Stage 1 & 2 cumulative score (this quarter)	96%

Performance for September (in short) is therefore:

Stage 1 percentage to time overall	95%
Stage 2 percentage to time	50%
Stage 3 percentage to time	100%
Stage 1 & 2 cumulative score (this quarter)	88%

Performance for July (in short) is therefore:

Stage 1 percentage to time overall	93%
Stage 2 percentage to time	100%
Stage 3 percentage to time	N/A
Stage 1 & 2 cumulative score (this quarter)	97%

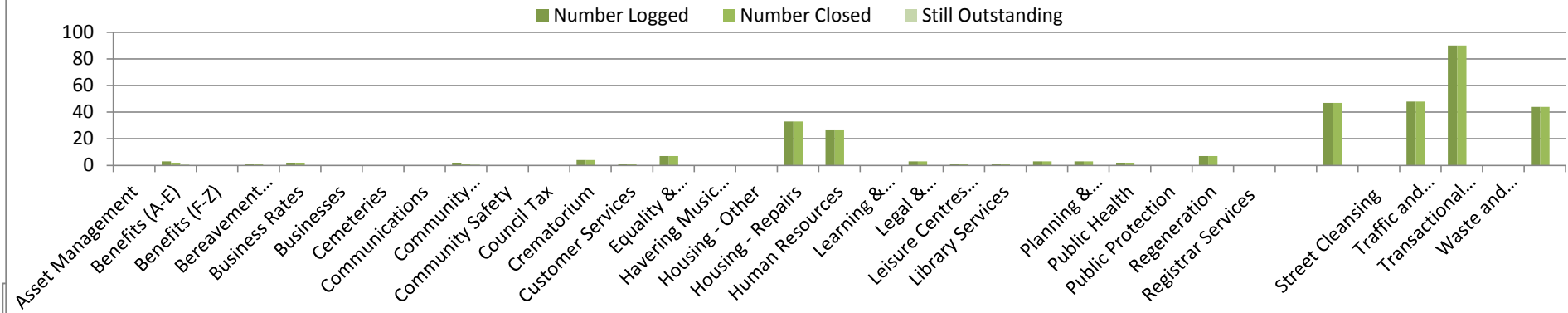
Corporate Complaints Q2 Report

	Carry Over	July				August				September				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* (Apr - Sept)
Asset Management	5	3	67%			1	100%	1	1	1	100%	1	100%	10
Benefits (A-E)	1													1
Benefits (F-Z)	11	1	100%			1	100%							13
Bereavement Services	1	2	100%											3
Business Rates	1													1
Businesses	2													2
Communications	0	2	100%											2
Community Safety	1													1
Council Tax	21	4	100%			5	100%			7	100%			37
Crematorium	4	1	100%			1	100%			3	100%			9
Customer Services	35	7	100%			7	100%			10	100%			59
Housing - Other	68	33	100%	1	100%	22	91%	2	1	23	100%	1	0%	146
Housing -Repairs	56	27	100%	1	100%	13	100%			22	100%			118
Human Resources	2													2
Learning & Achievement	4	3	100%							5	100%			12
Legal & Governance	1	1	100%			1	100%							3
Leisure Centres & Sport	0	1	100%											1
Library Services	4	3	100%			3	100%			1	100%			11
Parks & Open Spaces	15	3	100%			5	100%			6	100%			29
Planning & Building Control	17	2	100%			2	100%			6	100%			27
Public Protection	11	7	86%			1	100%			1	100%			20
Regeneration	3					1	0%							4
Registrar Services	4					2	50%							6
Roads and Pavements	94	47	89%	2	100%	32	84%			25	88%			198
Social Care Services	4					1	0%			2	50%			7
Street Cleansing	84	48	94%	2	100%	36	86%			19	89%			187
Traffic and Parking Control	199	90	89%	1	100%	43	95%			36	92%			368
Transactional Services	0													0
Waste and Recycling	135	44	95%	3	100%	19	100%	3	100%	19	95%			217
Stage 1 Logged (Total)	783	329	93%			196				186				1494
Completed in 15 days (%)	83%						91%				95%			88%
Stage 2 logged (Total)	31			10	100%			6	100%			2		49
Completed in 20 days (%)													50%	82%

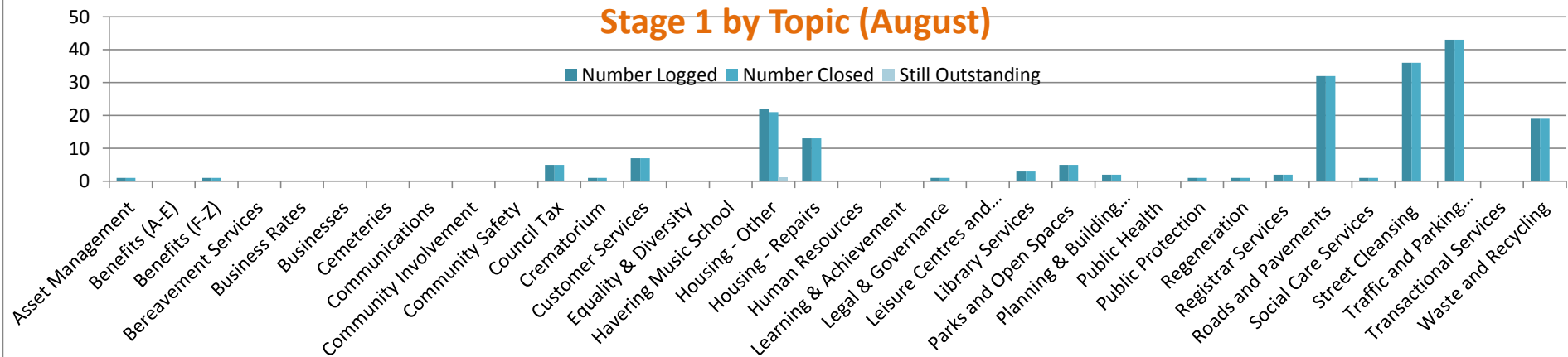
* Annual cumulative count does not include Stage 2 as these complaints will have been counted as Stage 1 at some point during the year.

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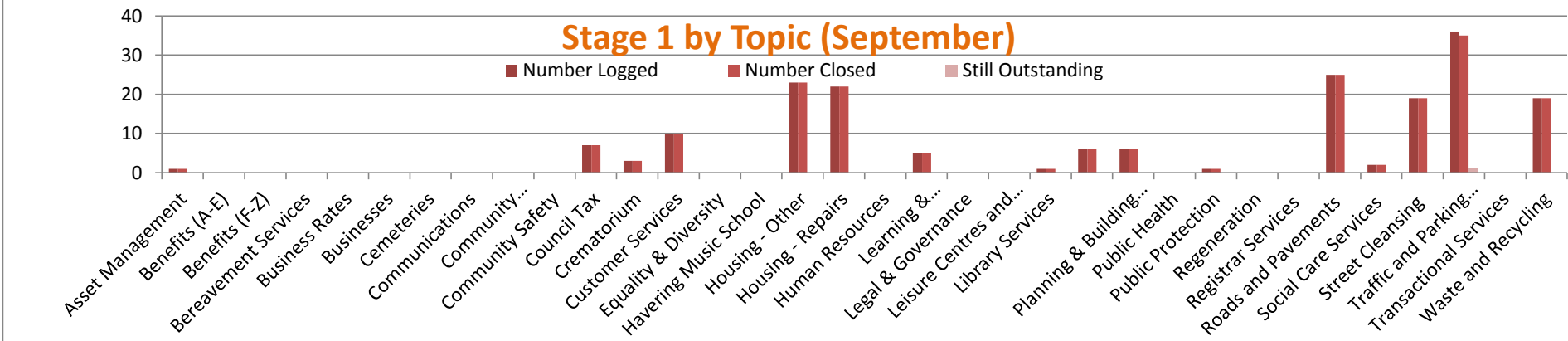
Stage 1 by Topic (July)



Stage 1 by Topic (August)

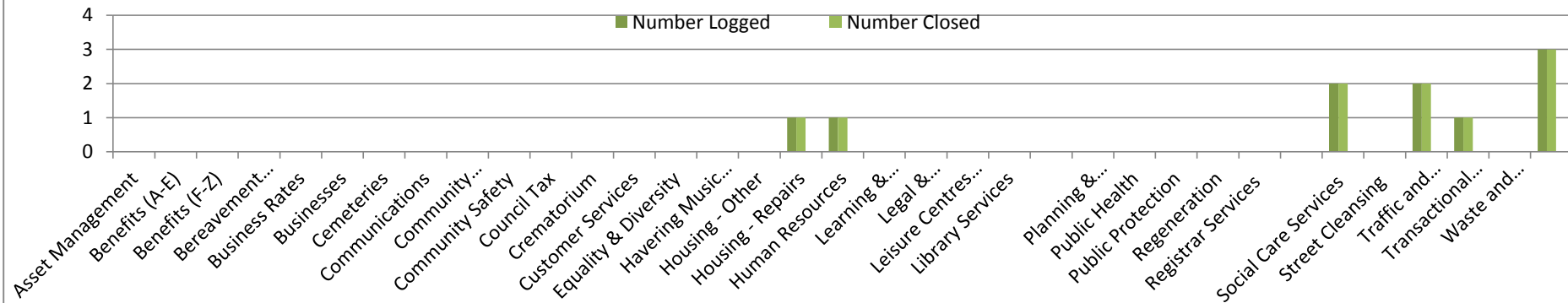


Stage 1 by Topic (September)

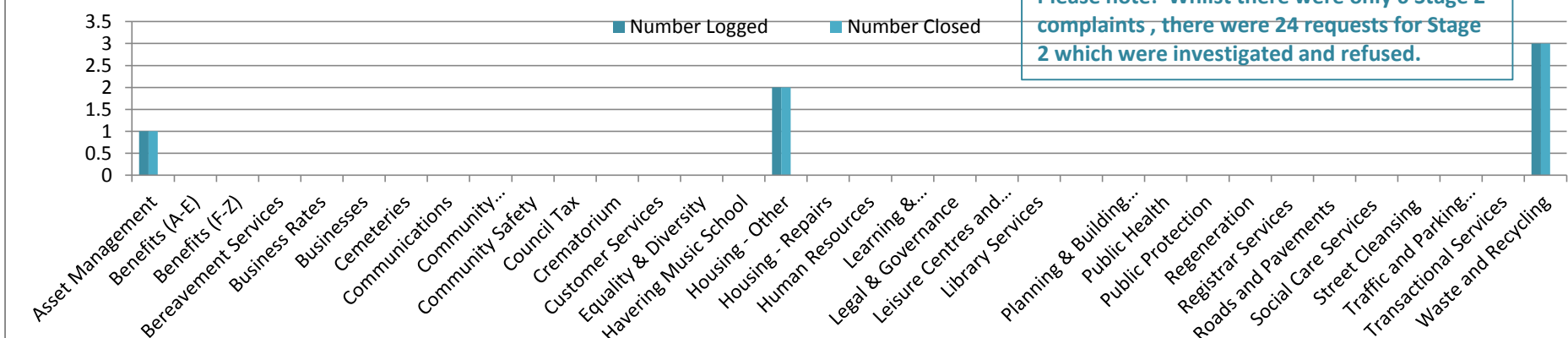


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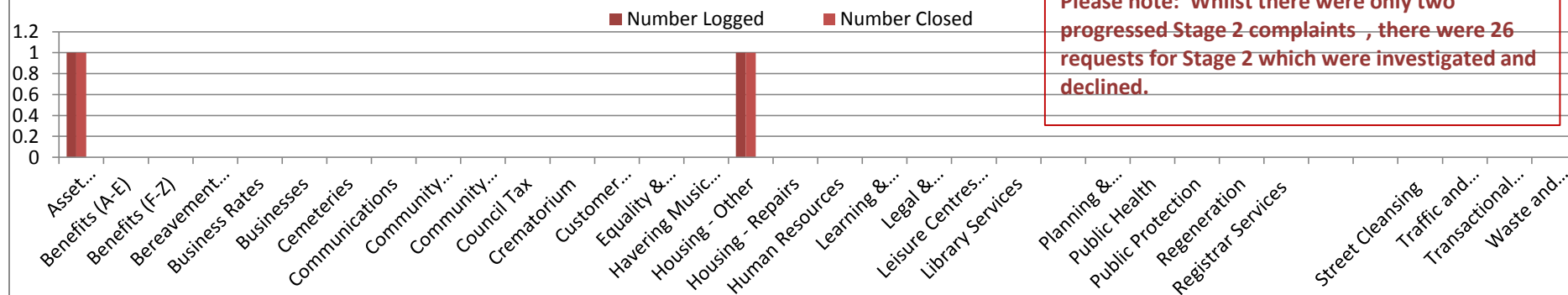
Stage 2 by Topic (July)



Stage 2 by Topic (August)

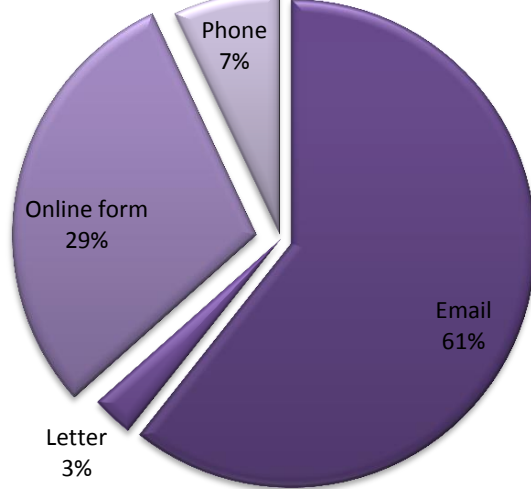


Stage 2 by Topic (September)

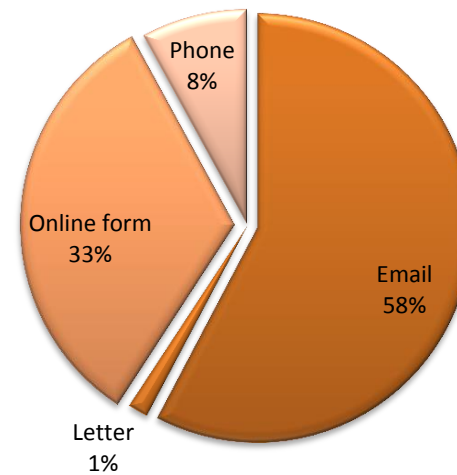


Contact Method

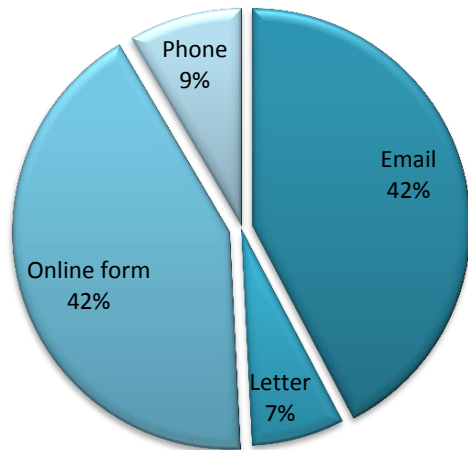
July 2015



August 2015

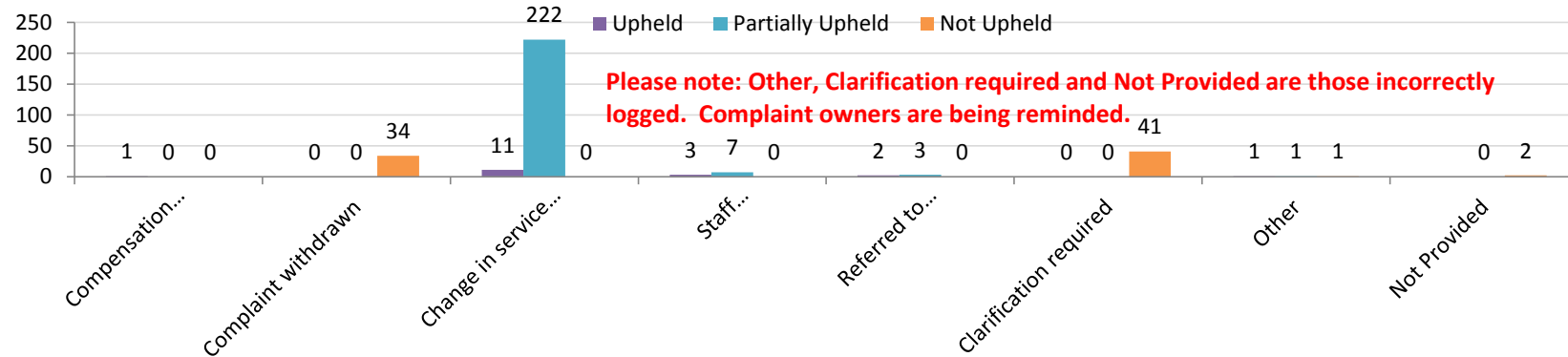


September 2015

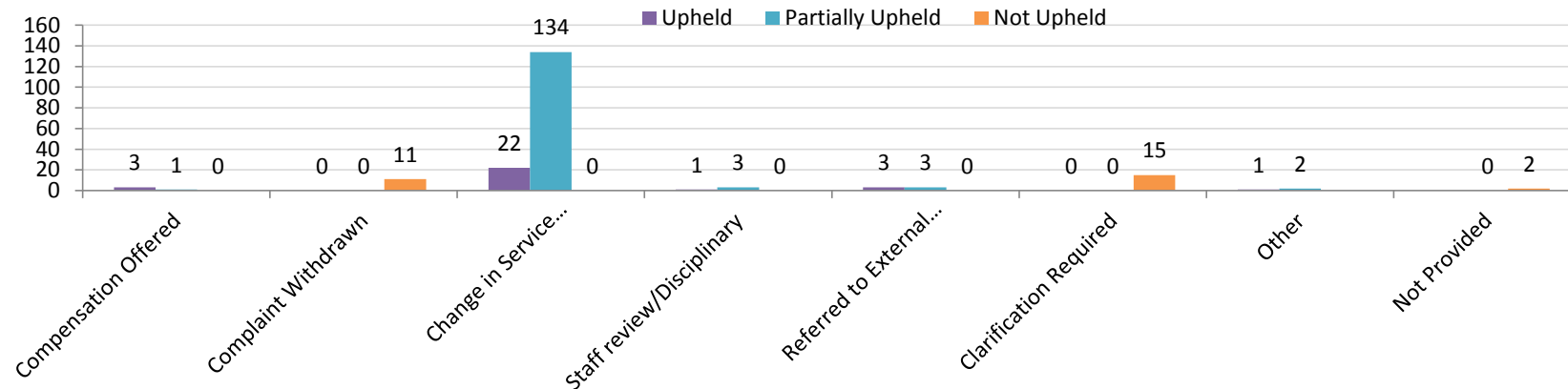


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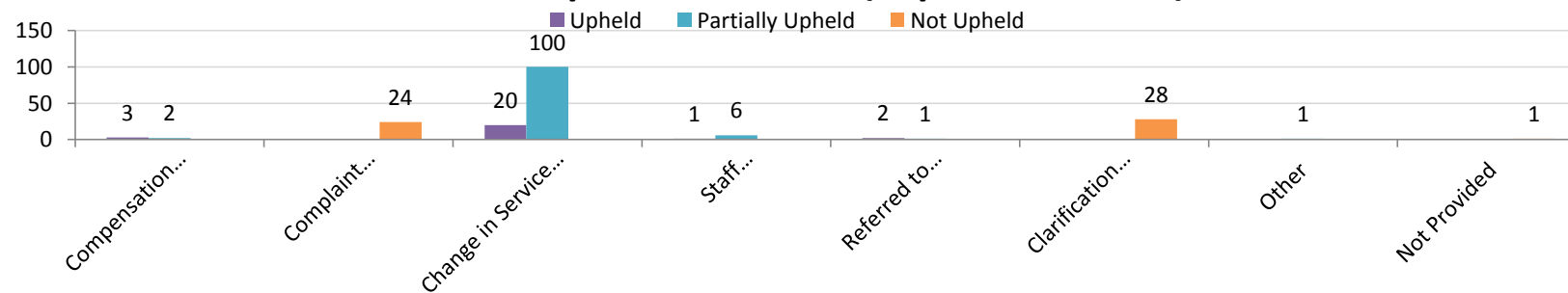
Complaint Outcome (July 2015)



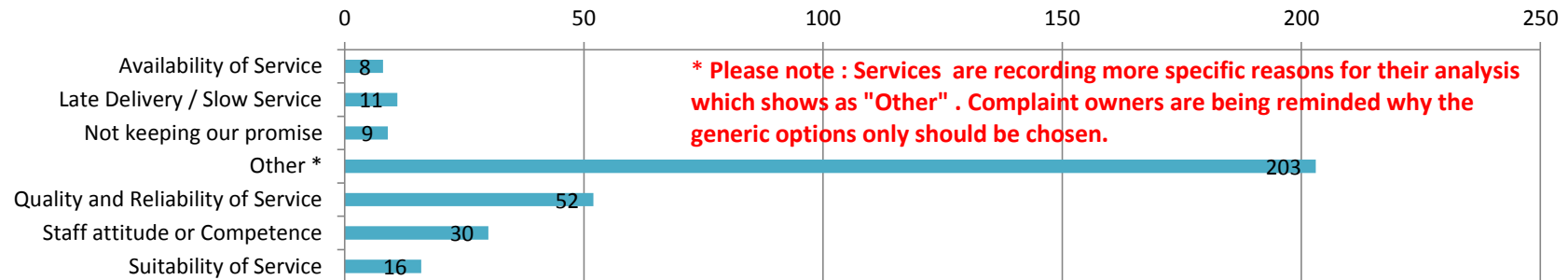
Complaint Outcome (August 2015)



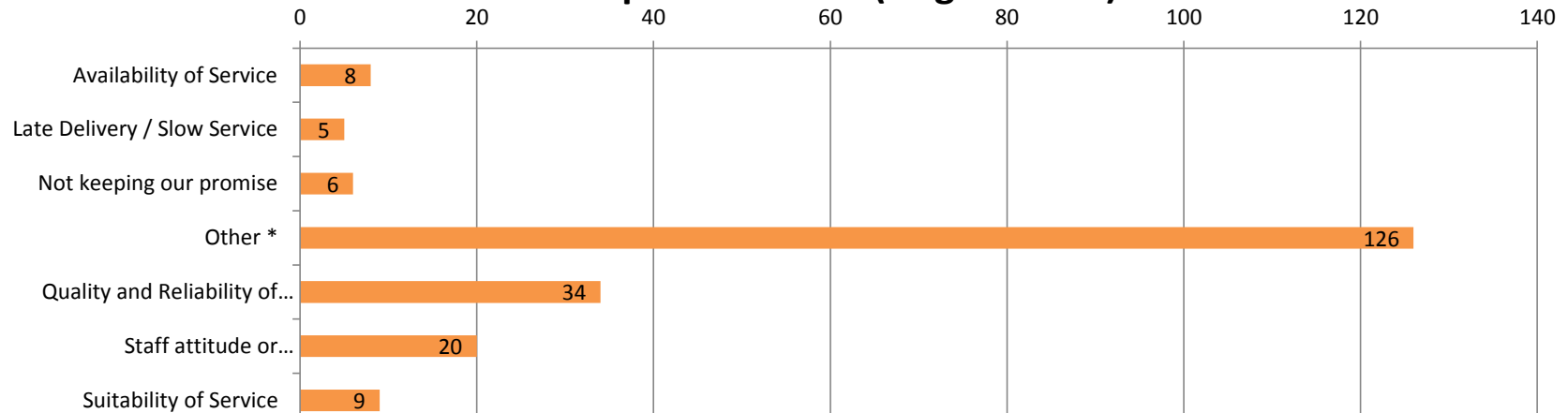
Complaint Outcome (September 2015)



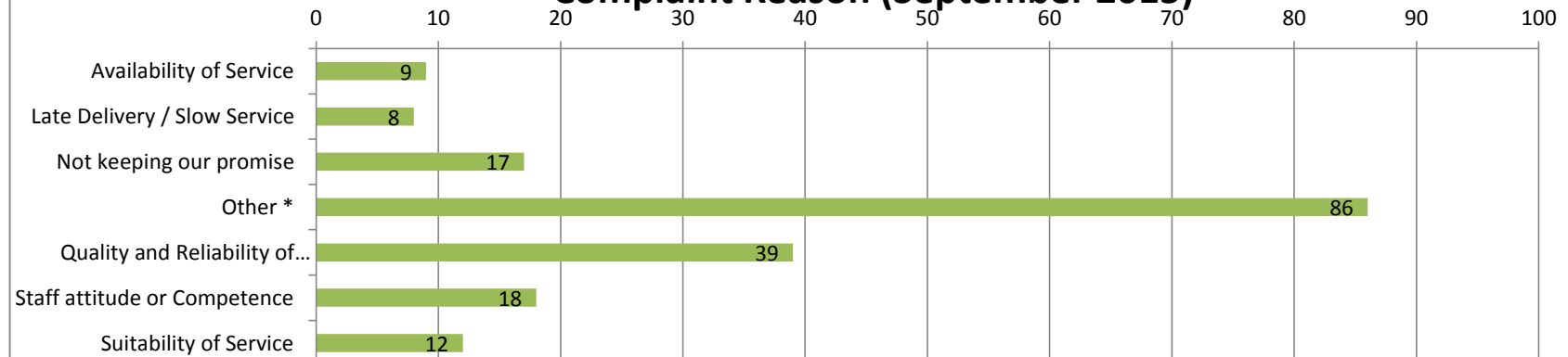
Complaint Reason (June 2015)



Complaint Reason (August 2015)



Complaint Reason (September 2015)

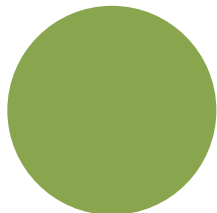


Detailed Summary of Stage 3 Complaints

Since the start of the new corporate complaints procedure which started on the 1st April 2015

	Jul-15	Aug-15	Sep-15	Annual Cumulative	Achieved within 31 Calender
Adult Services	0	0		0	
Business & Performance	0	0		0	
Children's Services	0	0		0	
Communications	0	0		0	
Corporate & Customer Transformation	0	0		0	
Corporate Policy & Community	0	0		0	
Culture & Leisure	0	0		0	
Economic Development	0	0		0	
Housing	0	1	1	2	100%
Learning & Achievement	0	0		0	
oneSource	0	0		0	
Public Health	0	0		0	
Regulatory Services	0	0		0	
Streetcare	0	0		0	
Total Logged	0	1	1	2	100%

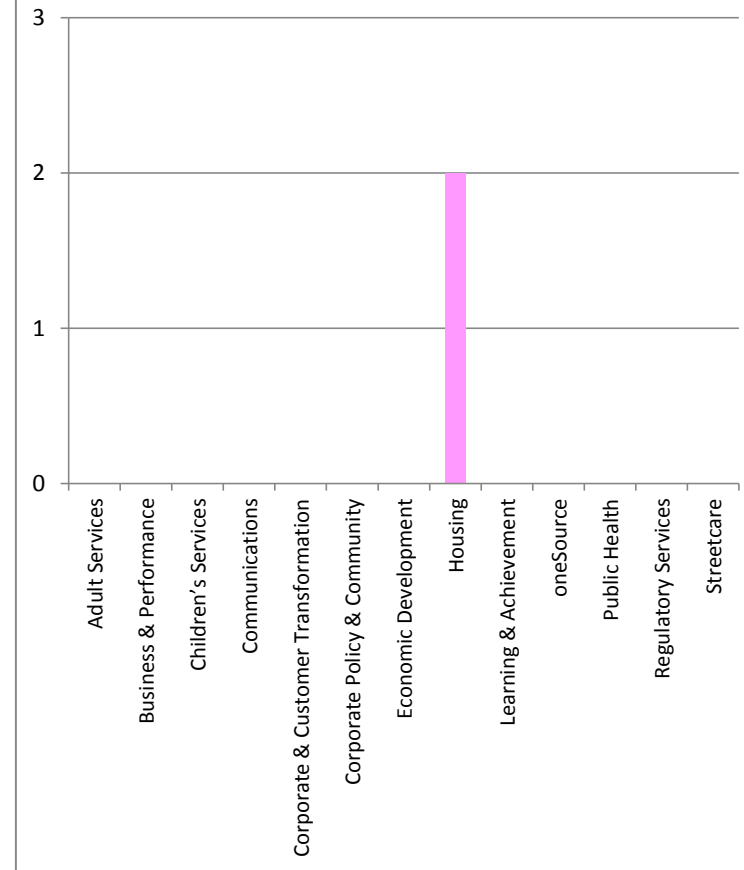
Stage 3 - Complaint Outcome (July-Sep 2015)



2

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

Stage 3 - Complaints Logged Annual (Cumulative April 2015 - March 2016)



Stage 3 prior to new complaints process and procedure (April 2015)

There were 10 Stage 3 complaints recorded prior to April and for

Identifiers	Service Area	Start date	MRP date	Outcome
Jxxxxxx	Adult Services	09/04/2014	09/04/2015	Upheld
Sxxxx	StreetCare	12/09/2014	22/07/2015	Upheld
Kxxxxx	StreetCare	13/11/2014	10/08/2015	Upheld
Sxxxx	Regulatory Servi	20/01/2015	14/04/2015	Not Upheld
Pxxxxx	Housing	22/01/2015	15/04/2015	Upheld
Exxxxxx	Housing	16/03/2015	23/06/2015	Upheld
Rxxx	Housing	18/03/2015	08/09/2015	Upheld
Mxxxxx	Adult Services	24/03/2015	30/06/2015	Not Upheld
Wxxxxx	StreetCare	25/03/2015	01/04/2015	0
Sxxxxx	StreetCare	30/03/2015	14/07/2015	Not Upheld

As at 10/11/2015

Cumulative complaint figures April 15- March 16

Table below shows all corporate complaint stage 1 & 2 figures logged between April '15 to March '16

	Cumulative numbers logged April 15-March16 (Stage 1&2)	% of total	April '15	May '15	June '15	July '15	August '15	September '15	October '15	November '15	December '15	January '16	February '16
Asset Management	12	0.78%	2	0	3	3	2	2					
Benefits (A-E)	2	0.13%	1	1	0	0	0	0					
Benefits (F-Z)	14	0.91%	5	1	6	1	1	0					
Bereavement Services	3	0.19%	0	1	0	2	0	0					
Business Rates	1	0.06%	0	1	0	0	0	0					
Businesses	2	0.13%	1	0	1	0	0	0					
Cemeteries	0	0.00%	0	0	0	0	0	0					
Communications	2	0.13%	0	0	0	2	0	0					
Community Safety	1	0.06%	0	0	1	0	0	0					
Council Tax	40	2.59%	12	5	7	4	5	7					
Crematorium	9	0.58%	0	3	1	1	1	3					
Customer Services	60	3.89%	15	11	10	7	7	10					
Equality & Diversity	0	0.00%	0	0	0	0	0	0					
Housing - Other	155	10.05%	27	27	19	34	24	24					
Housing -Repairs	120	7.78%	31	15	11	28	13	22					
Human Resources	2	0.13%	0	2	0	0	0	0					
Learning & Achievement	12	0.78%	1	0	3	3	0	5					
Legal & Governance	3	0.19%	1	0	0	1	1	0					
Leisure Centres & Sport	1	0.06%	0	0	0	1	0	0					
Library Services	11	0.71%	2	1	1	3	3	1					
Parks & Open Spaces	30	1.94%	6	3	7	3	5	6					
Planning & Building Control	28	1.81%	9	3	6	2	2	6					
Public Protection	20	1.30%	4	0	7	7	1	1					
Regeneration	4	0.26%	0	0	3	0	1	0					
Registrar Services	6	0.39%	2	1	1	0	2	0					
Roads & Pavements	201	13.03%	26	20	49	49	32	25					
Social Care Services	8	0.52%	1	1	3	0	1	2					
Street Cleansing	192	12.44%	13	18	56	50	36	19					
Traffic & Parking Control	377	24.43%	73	39	95	91	43	36					
Transactional Services	0	0.00%	0	0	0	0	0	0					
Waste and Recycling	227	14.71%	47	39	53	47	22	19					
Total Complaints logged	1543		279	192	343	339	202	188					
% Total Time (within target)			Insufficient data for this 1st quarter				88%						

NB : % of total indicates the percentage of complaints for each service area from April 2015 to March 2016.
% of total time refers to the percentage of stage 1&2 complaints completed within target per quarter