

Corporate Complaints reports April - August 2011.txt

Please find attached reports for Corporate Complaints logged on CRM in April 2011.

Also attached is the monthly stats showing numbers and percentage completed within 10 working days for each Service. The total figures and percentages don't include the 12 that were changed to 'not a complaint'. This number is shown separately.

Complaint performance has increased significantly by 17% compared to March 2011.

There were less complaints logged in April 2011 compared to March 2011 (50 in April and 72 in March). The percentage of complaints completed within 10 working days has increased from 75% in March to 92% in April.

Percentage completed within 10 working days

December 2010 - 92%  
January 2011 - 67%  
February 2011 - 79%  
March 2011 - 75%  
April 2011 - 92%

Please find attached reports for Corporate Complaints logged on CRM in May 2011.

Also attached is the monthly stats showing numbers and percentage completed within 10 working days for each Service. The total figures and percentages don't include the 8 that were changed to 'not a complaint'. This number is shown separately.

Complaint performance has decreased significantly from 92% in April to 56% in May.

There was an issue last month with the Oracle CRM system. This stopped all new complaint email notifications going out to Complaint Owners. Staff who registered complaints assumed that the notifications were going out to Complaint Owners. Complaint Owners assumed that there were simply no complaints coming in. Thus the situation remained unnoticed until 22 May. It has since been fixed on the 26th of May.

Percentage completed within 10 working days

January 2011 - 67%  
February 2011 - 79%  
March 2011 - 75%  
April 2011 - 92%  
May 2011 - 56%

As you may already be aware, all Services went "live" on the new MS Dynamics CRM system, on 22 June. Though this went well, there were a few teething problems. These have now been resolved, however there are still various pockets of training needs across the organisation. I have been meeting with CRM users to help them to better understand how cases should be correctly dealt with on the new CRM system.

Please see attached. These were complaints logged on the old Oracle CRM system only, covering 1st of June to 22nd of June. 45 complaints were logged on the old

Oracle system in June. 27 complaints were logged on the new system in. We are still working on the reporting system and this hasn't gone live as yet.

I have therefore provided the data from the Oracle CRM system to the 22nd of June.

Corporate Complaints reports April - August 2011.txt

It is my intention to provide you with a report in August covering July's performance as well as a comparison with the final week of June. The total figures and percentages don't include those that were changed to 'not a complaint'. This number is shown separately.

Percentage completed within 10 working days

February 2011 - 79%

March 2011 - 75%

April 2011 - 92%

May 2011 - 56%

June 2011 - 73%

Please find attached reports for Corporate Complaints logged on CRM in July 2011. I apologise for the delay in sending this report. I have also attached the monthly stats showing numbers and percentage completed within 10 working days for each Service. The total figures and percentages don't include the 7 that were changed to 'not a complaint'. This number is shown separately.

There were 77 complaints logged in July 2011. The percentage of complaints completed within 10 working days is 63% (Stage 1 and 2).

Percentage completed within 10 working days

May 2011 - 56%

June 2011 - 73%

July 2011 - 63%

Please find attached reports for Corporate Complaints logged on CRM in August 2011. I have also attached the monthly stats showing numbers and percentage completed within 10 working days for each Service. The total figures and percentages don't include the 13 that were changed to 'not a complaint'. This number is shown separately.

There were 79 complaints (Stage 1 and 2) logged in August 2011. Performance has increased slightly by 3% compared to July 2011. The percentage of complaints completed within 10 working days is 66% (Stage 1 and 2).

Percentage completed within 10 working days

May 2011 - 56%

June 2011 - 73%

July 2011 - 63%

August 2011 - 66%

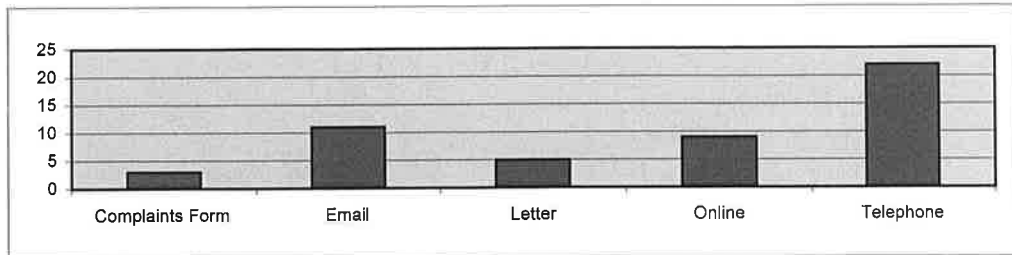
# Corporate Complaints Stats

April 2011

Date of report: 24 May 2011

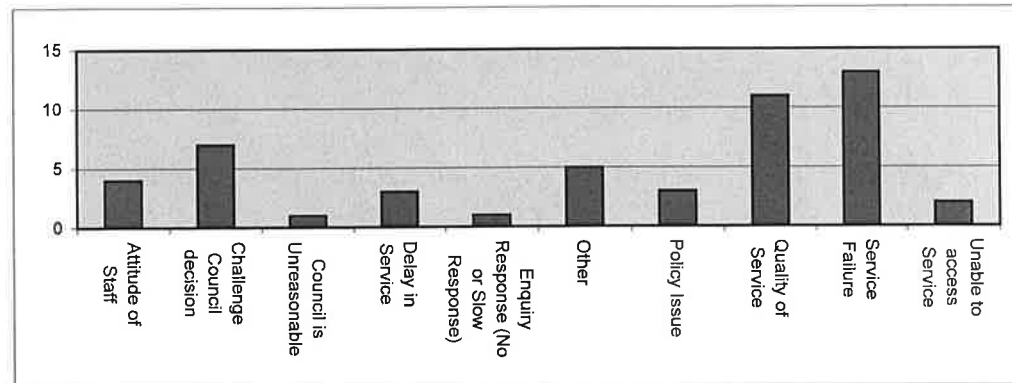
## Contact method

Complaints Form	3
Email	11
Letter	5
Online	9
Telephone	22
<b>TOTAL</b>	<b>50</b>



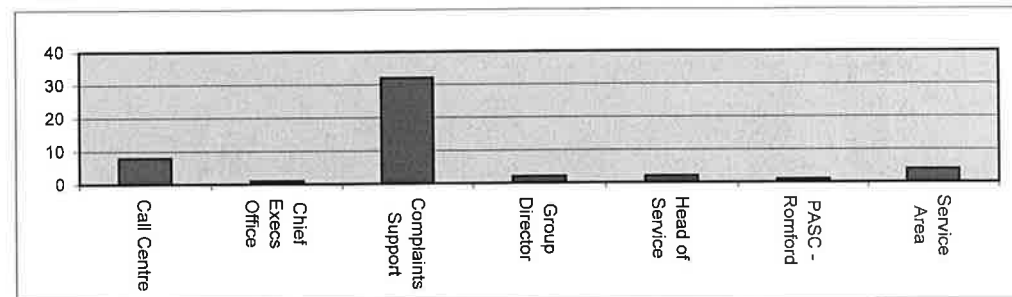
## Complaint Reason

Attitude of Staff	4
Challenge Council decision	7
Council is Unreasonable	1
Delay in Service	3
Enquiry Response (No or Slow Re	1
Other	5
Policy Issue	3
Quality of Service	11
Service Failure	13
Unable to access Service	2
<b>TOTAL</b>	<b>50</b>



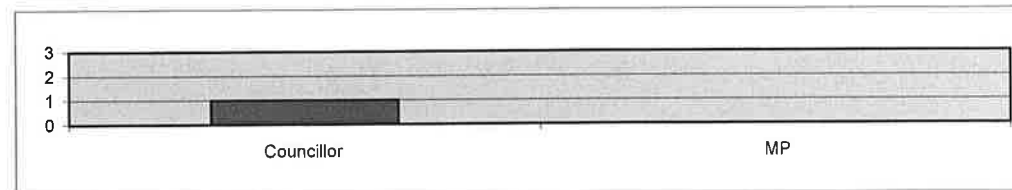
## Received by

Call Centre	8
Chief Execs Office	1
Complaints Support	32
Group Director	2
Head of Service	2
PASC - Romford	1
Service Area	4
<b>TOTAL</b>	<b>50</b>



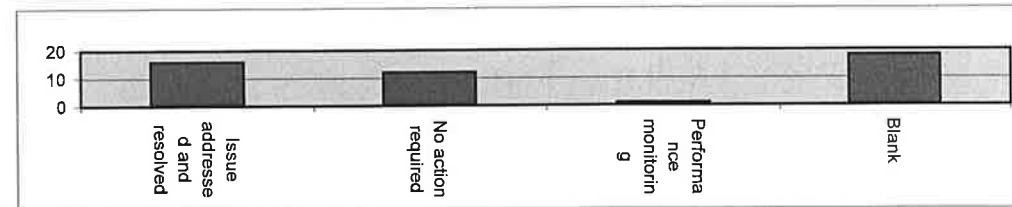
## Via Cllr or MP

Councillor	1
MP	1
<b>TOTAL</b>	<b>1</b>



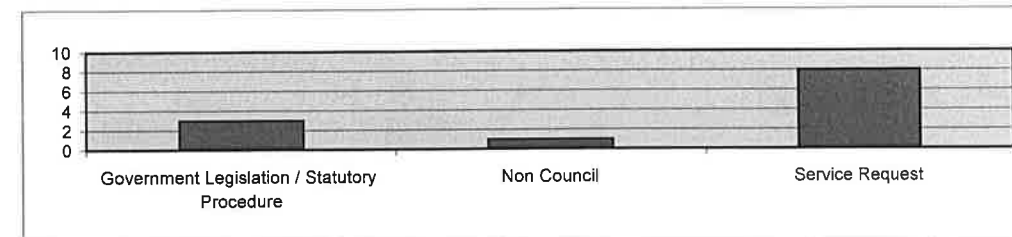
## Complaint Outcome

Issue addressed and resolved	16
No action required	12
Performance monitoring	1
<b>Blank</b>	<b>18</b>
<b>TOTAL</b>	<b>47</b>



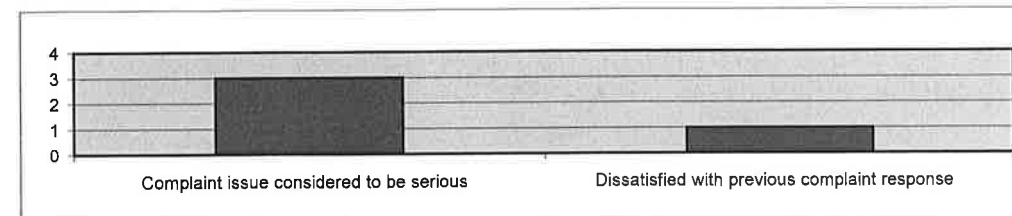
## Reason Changed to 'Not a complaint'

Government Legislation / Statutory Procedure	3
Non Council	1
Service Request	8
<b>TOTAL</b>	<b>12</b>



## High Level complaints

Complaint issue considered to be serious	3
Dissatisfied with previous complaint response	1
<b>TOTAL</b>	<b>4</b>

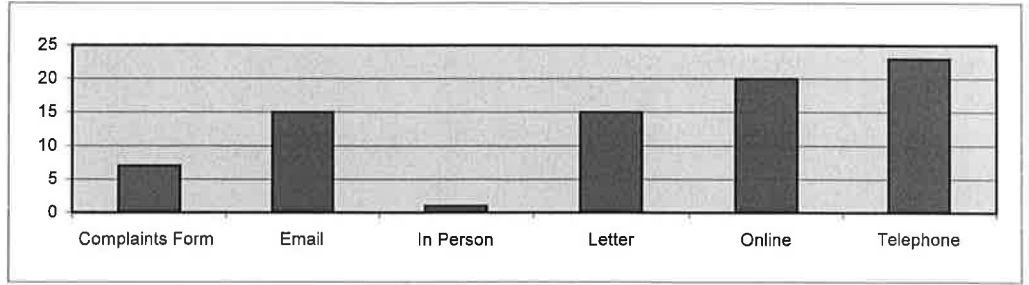


# Corporate Complaints Stats May 2011

Date of report: 21st June 2011

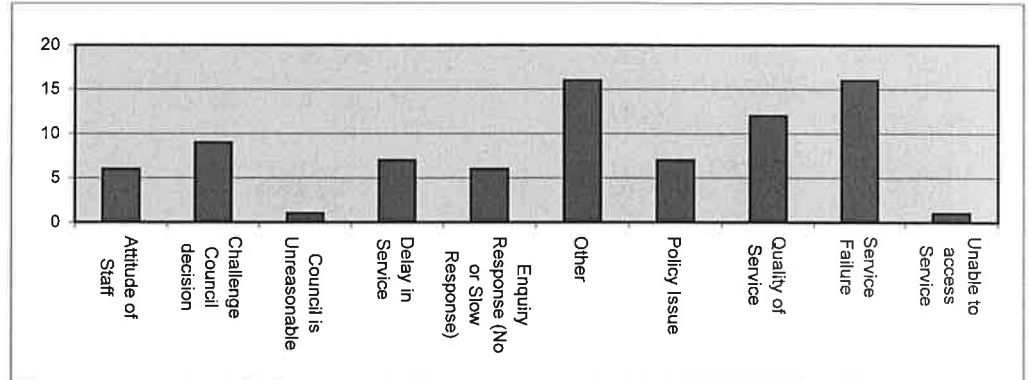
## Contact method

Complaints Form	7
Email	15
In Person	1
Letter	15
Online	20
Telephone	23
<b>TOTAL</b>	<b>81</b>



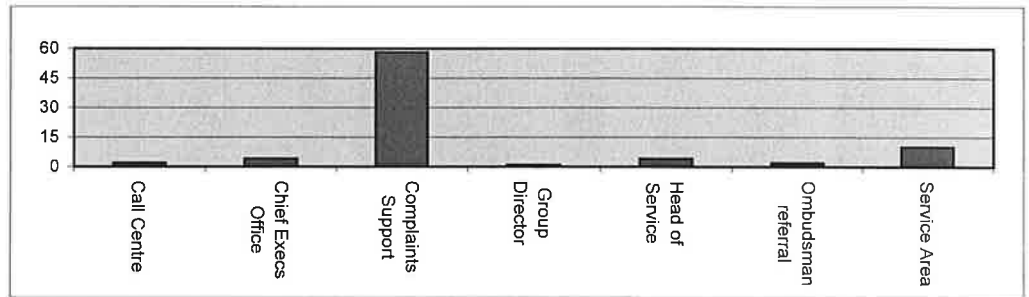
## Complaint Reason

Attitude of Staff	6
Challenge Council decision	9
Council is Unreasonable	1
Delay in Service	7
Enquiry Response (No or Slow Re	6
Other	16
Policy Issue	7
Quality of Service	12
Service Failure	16
Unable to access Service	1
<b>TOTAL</b>	<b>81</b>



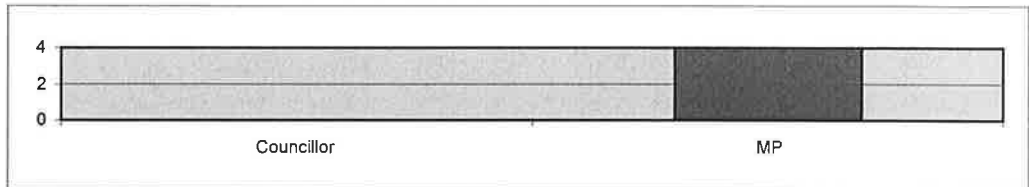
## Received by

Call Centre	2
Chief Execs Office	4
Complaints Support	58
Group Director	1
Head of Service	4
Ombudsman referral	2
Service Area	10
<b>TOTAL</b>	<b>81</b>



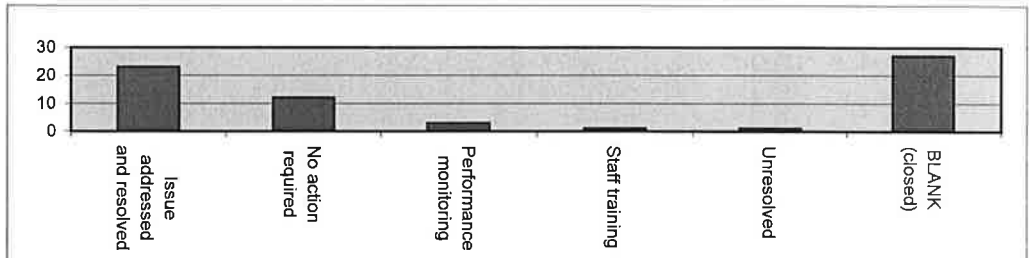
## Via Cllr or MP

Councillor	
MP	4
<b>TOTAL</b>	<b>4</b>



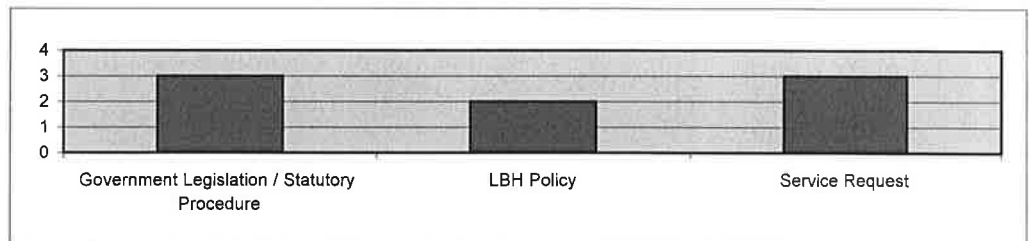
## Complaint Outcome

Issue addressed and resolved	23
No action required	12
Performance monitoring	3
Staff training	1
Unresolved	1
<b>BLANK (closed)</b>	<b>27</b>
<b>TOTAL</b>	<b>67</b>



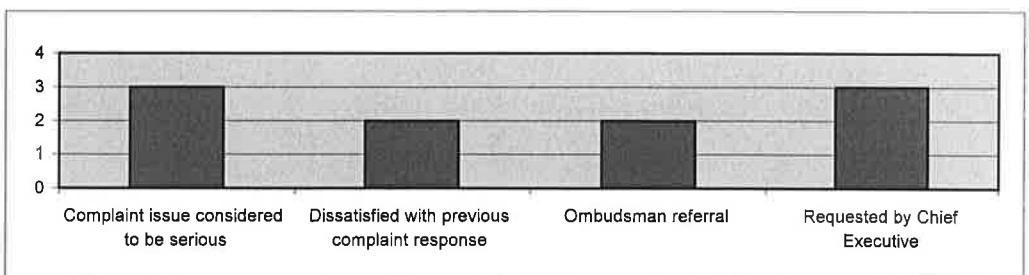
## Reason Changed to 'Not a complaint'

Government Legislation / Statutory Procedure	3
LBH Policy	2
Service Request	3
<b>TOTAL</b>	<b>8</b>



## High Level complaints

Complaint issue considered to be serious	3
Dissatisfied with previous complaint response	2
Ombudsman referral	2
Requested by Chief Executive	3
<b>TOTAL</b>	<b>10</b>

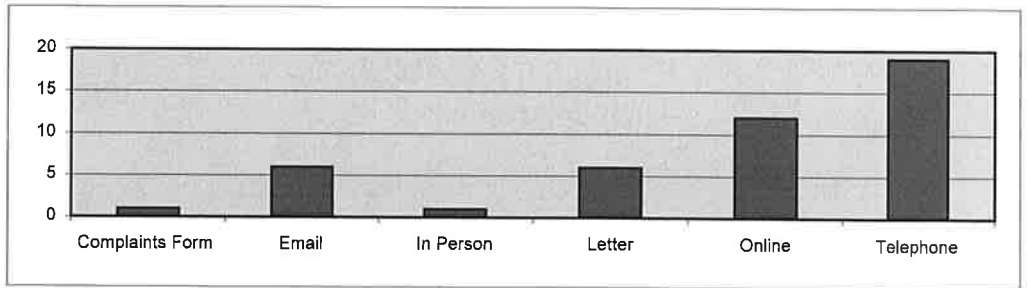


# Corporate Complaints Stats June 2011

Date of report: 25th July 2011

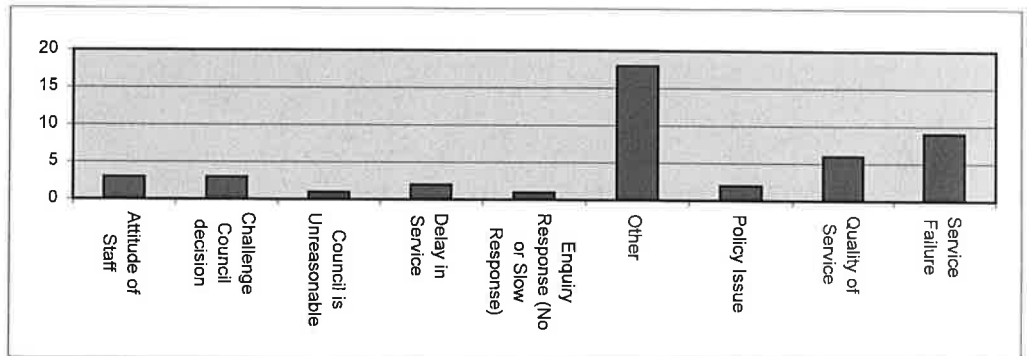
## Contact method

Complaints Form	1
Email	6
In Person	1
Letter	6
Online	12
Telephone	19
<b>TOTAL</b>	<b>45</b>



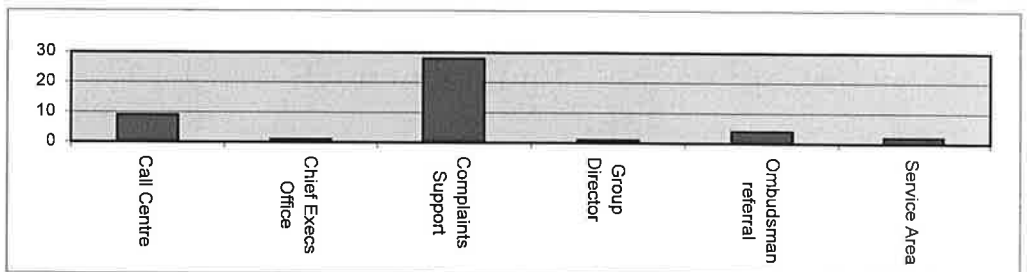
## Complaint Reason

Attitude of Staff	3
Challenge Council decision	3
Council is Unreasonable	1
Delay in Service	2
Enquiry Response (No or Slow Re	1
Other	18
Policy Issue	2
Quality of Service	6
Service Failure	9
<b>TOTAL</b>	<b>45</b>



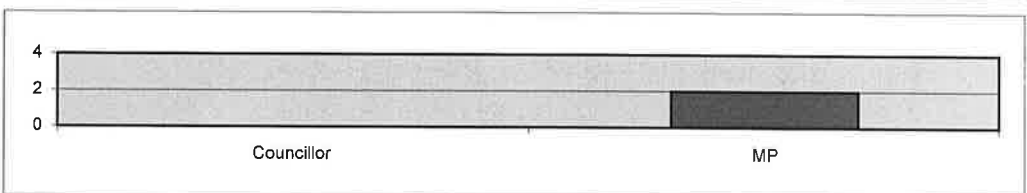
## Received by

Call Centre	9
Chief Execs Office	1
Complaints Support	28
Group Director	1
Ombudsman referral	4
Service Area	2
<b>TOTAL</b>	<b>45</b>



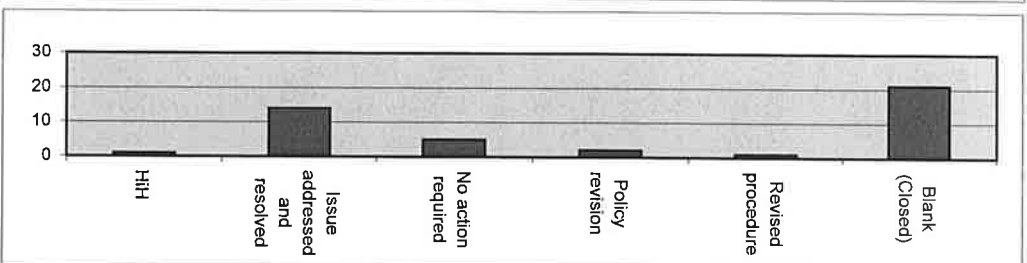
## Via Cllr or MP

Councillor	2
MP	2
<b>TOTAL</b>	<b>2</b>



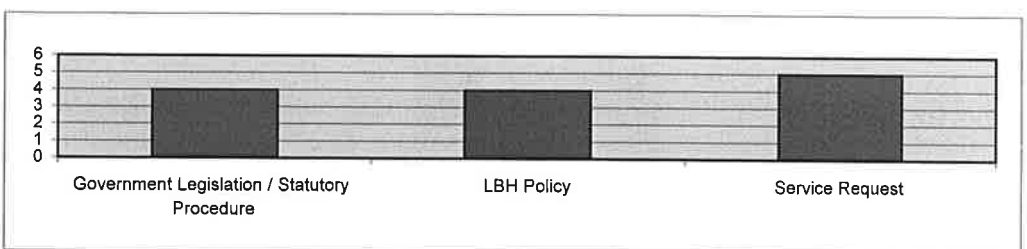
## Complaint Outcome

HiH	1
Issue addressed and resolved	14
No action required	5
Policy revision	2
Revised procedure	1
<b>Blank (Closed)</b>	<b>21</b>
<b>TOTAL</b>	<b>44</b>



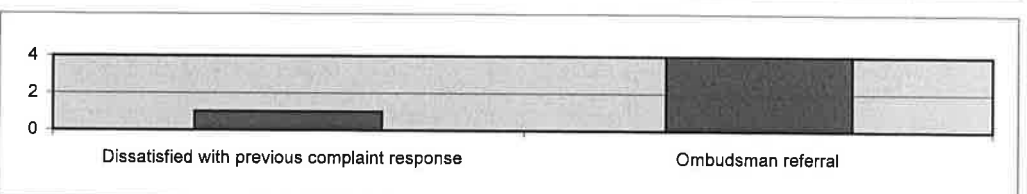
## Reason Changed to 'Not a complaint'

Government Legislation / Statutory Procedure	4
LBH Policy	4
Service Request	5
<b>TOTAL</b>	<b>13</b>



## High Level complaints

Dissatisfied with previous complaint response	1
Ombudsman referral	4
<b>TOTAL</b>	<b>5</b>



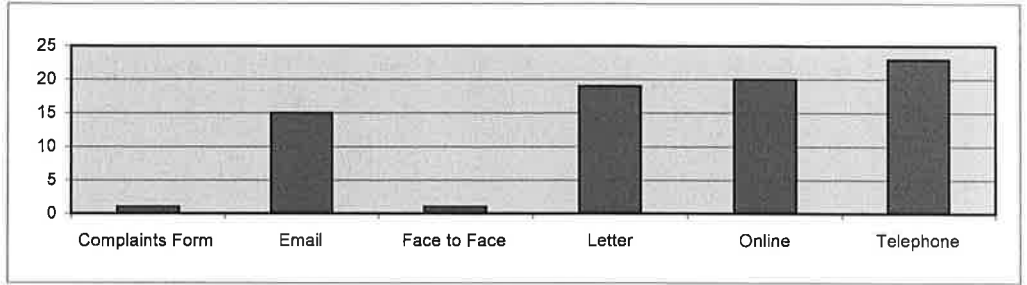
# Corporate Complaints Stats July 2011

Date of report: 02 September 2011

## Stages 1 and 2

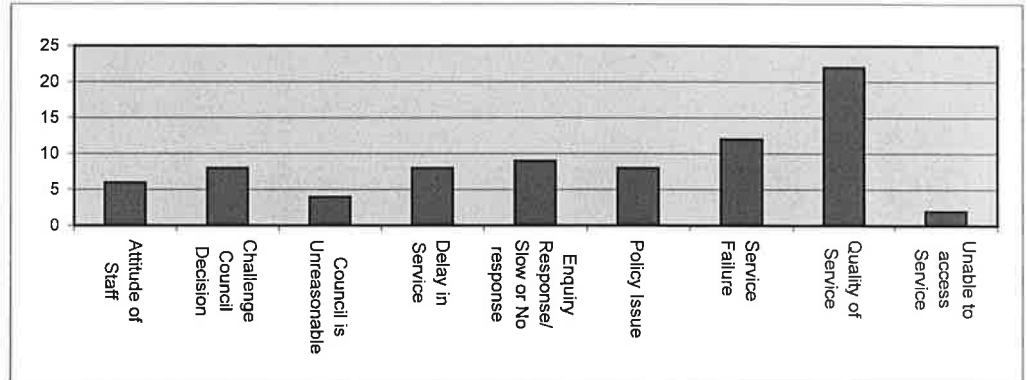
### Contact method

Complaints Form	1
Email	15
Face to Face	1
Letter	19
Online	20
Telephone	23
<b>TOTAL</b>	<b>79</b>



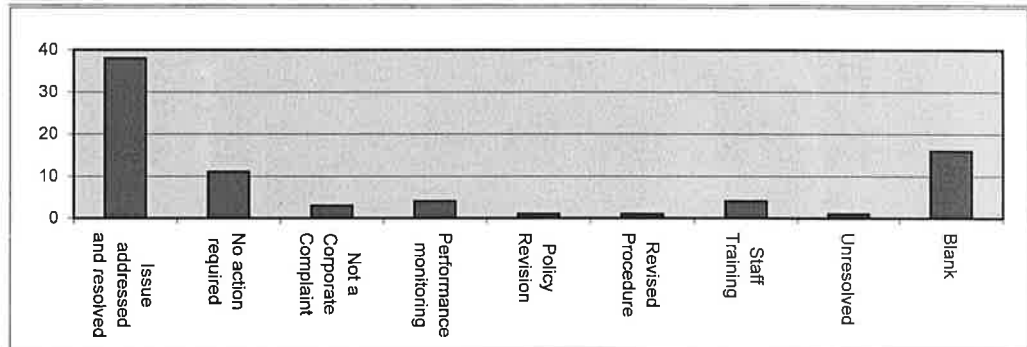
### Complaint Reason

Attitude of Staff	6
Challenge Council Decision	8
Council is Unreasonable	4
Delay in Service	8
Enquiry Response/ Slow or No response	9
Policy Issue	8
Service Failure	12
Quality of Service	22
Unable to access Service	2
<b>TOTAL</b>	<b>79</b>



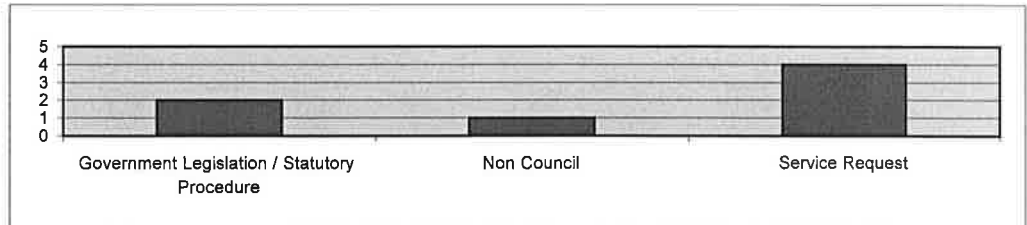
### Complaint Outcome

Issue addressed and resolved	38
No action required	11
Not a Corporate Complaint	3
Performance monitoring	4
Policy Revision	1
Revised Procedure	1
Staff Training	4
Unresolved	1
<b>Blank</b>	<b>16</b>
<b>TOTAL</b>	<b>79</b>



### Reason Changed to 'Not a complaint'

Government Legislation / Statutory Procedure	2
Non Council	1
Service Request	4
<b>TOTAL</b>	<b>7</b>



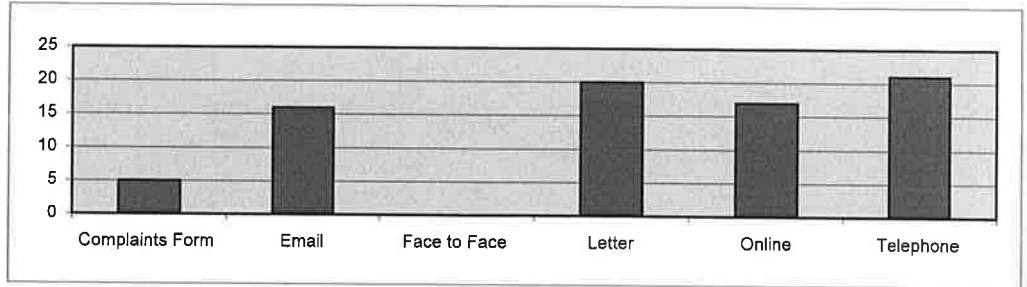
# Corporate Complaints Stats August 2011

Date of report: 21 September 2011

## Stages 1 and 2

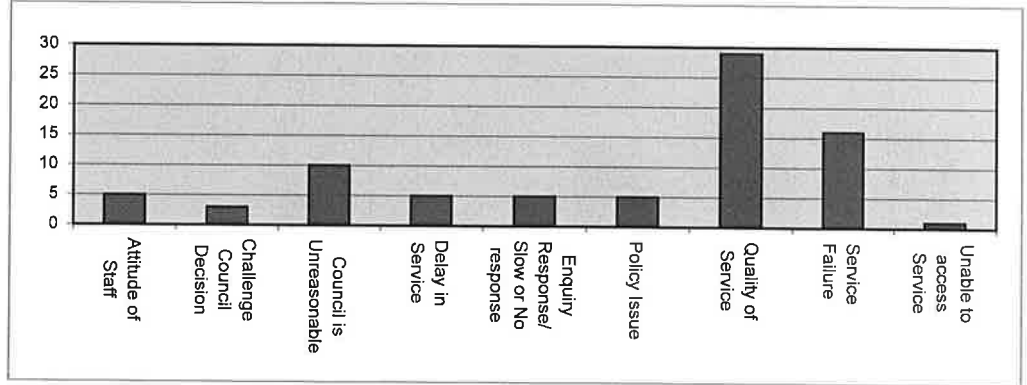
### Contact method

Complaints Form	5
Email	16
Face to Face	
Letter	20
Online	17
Telephone	21
<b>TOTAL</b>	<b>79</b>



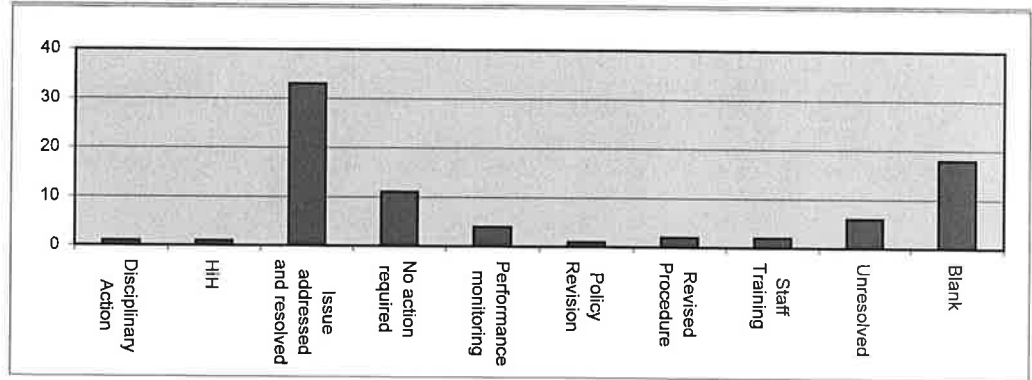
### Complaint Reason

Attitude of Staff	5
Challenge Council Decision	3
Council is Unreasonable	10
Delay in Service	5
Enquiry Response/ Slow or No response	5
Policy Issue	5
Quality of Service	29
Service Failure	16
Unable to access Service	1
<b>TOTAL</b>	<b>79</b>



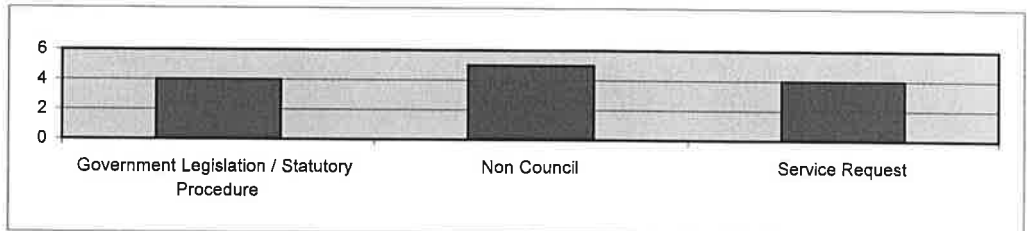
### Complaint Outcome

Disciplinary Action	1
HiH	1
Issue addressed and resolved	33
No action required	11
Performance monitoring	4
Policy Revision	1
Revised Procedure	2
Staff Training	2
Unresolved	6
<b>Blank</b>	<b>18</b>
<b>TOTAL</b>	<b>79</b>



### Reason Changed to 'Not a complaint'

Government Legislation / Statutory Procedure	4
Non Council	5
Service Request	4
<b>TOTAL</b>	<b>13</b>

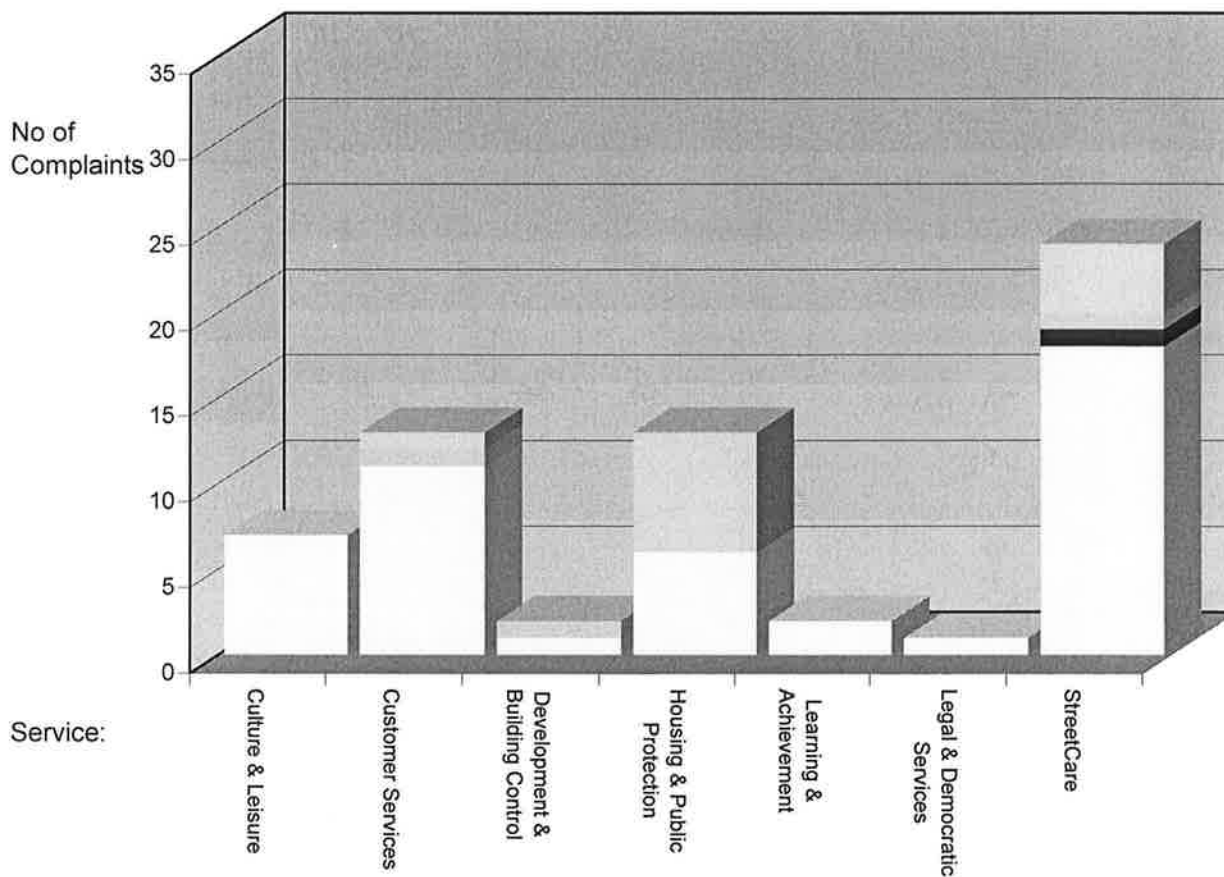


## Corporate Complaints Totals by Service April 2011

Date of report: 24 May 2011

Service Area	Number of Complaints logged	%	Completed within 10 days	Completed over 10 days	Over 10 days & still outstanding	Changed to 'Not a complaint'
Culture & Leisure	7	14%	7			
Customer Services	12	24%	11		1	1
Development & Building Control	2	4%	1		1	
Housing & Public Protection	6	12%	6			7
Learning & Achievement	2	4%	2			
Legal & Democratic Services	1	2%	1			
StreetCare	20	40%	18	1	1	4
<b>Totals</b>	<b>50</b>	<b>100%</b>	<b>46</b>	<b>1</b>	<b>3</b>	<b>12</b>

Completed within 10 days
  Completed over 10 days  
 Over 10 days & still outstanding
  Changed to 'Not a complaint'



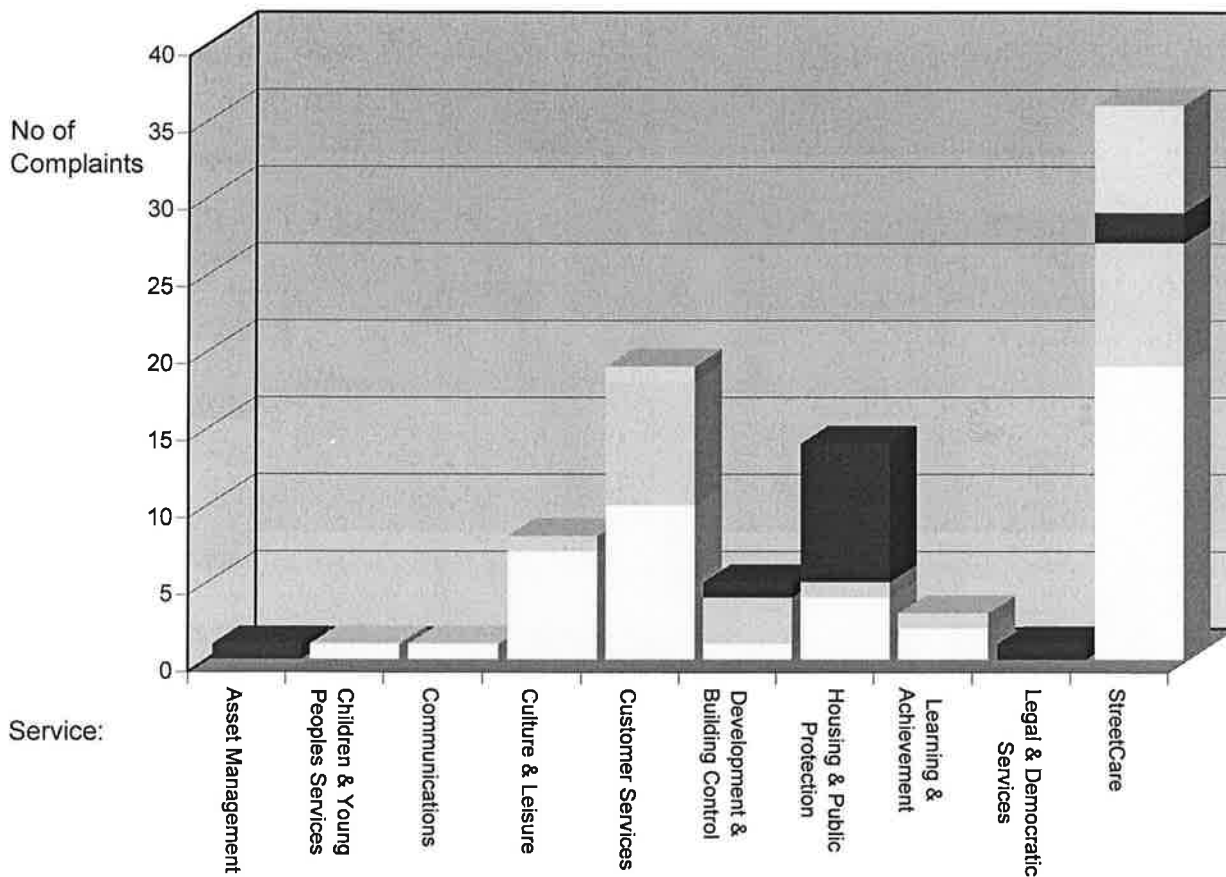


## Corporate Complaints Totals by Service May 2011

Date of report: 21st June 2011

Service Area	Number of Complaints logged	%	Completed within 10 days	Completed over 10 days	Over 10 days & still outstanding	Changed to 'Not a complaint'
Asset Management	1	1%			1	
Children & Young Peoples Services	1	1%	1			
Communications	1	1%	1			
Culture & Leisure	8	10%	7	1		
Customer Services	18	22%	10	8		1
Development & Building Control	5	6%	1	3	1	
Housing & Public Protection	14	17%	4	1	9	
Learning & Achievement	3	4%	2	1		
Legal & Democratic Services	1	1%			1	
StreetCare	29	36%	19	8	2	7
<b>Totals</b>	<b>81</b>	<b>100%</b>	<b>45</b>	<b>22</b>	<b>14</b>	

Completed within 10 days
  Completed over 10 days  
 Over 10 days & still outstanding
  Changed to 'Not a complaint'

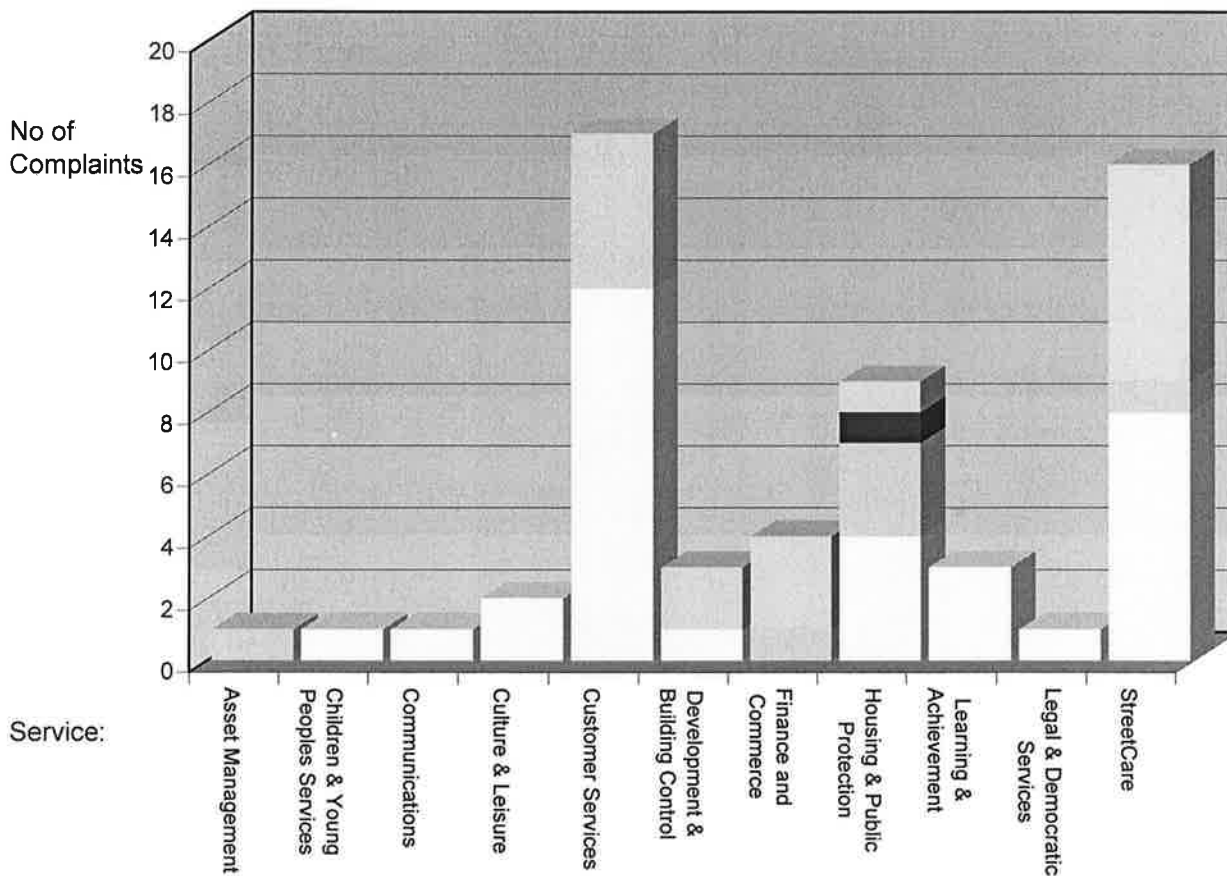


## Corporate Complaints Totals by Service June 2011

Date of report: 25th July 2011

Service Area	Number of Complaints logged	%	Completed within 10 days	Completed over 10 days	Over 10 days & still outstanding	Changed to 'Not a complaint'
Asset Management	1	2%		1		
Children & Young Peoples Services	1	2%	1			
Communications	1	2%	1			
Culture & Leisure	2	4%	2			
Customer Services	17	38%	12	5		
Development & Building Control	1	2%	1			2
Finance and Commerce	1	2%		1		3
Housing & Public Protection	8	18%	4	3	1	1
Learning & Achievement	3	7%	3			
Legal & Democratic Services	1	2%	1			
StreetCare	9	20%	8	1		7
<b>Totals</b>	<b>45</b>	<b>100%</b>	<b>33</b>	<b>11</b>	<b>1</b>	<b>13</b>

Completed within 10 days
  Completed over 10 days  
 Over 10 days & still outstanding
  Changed to 'Not a complaint'



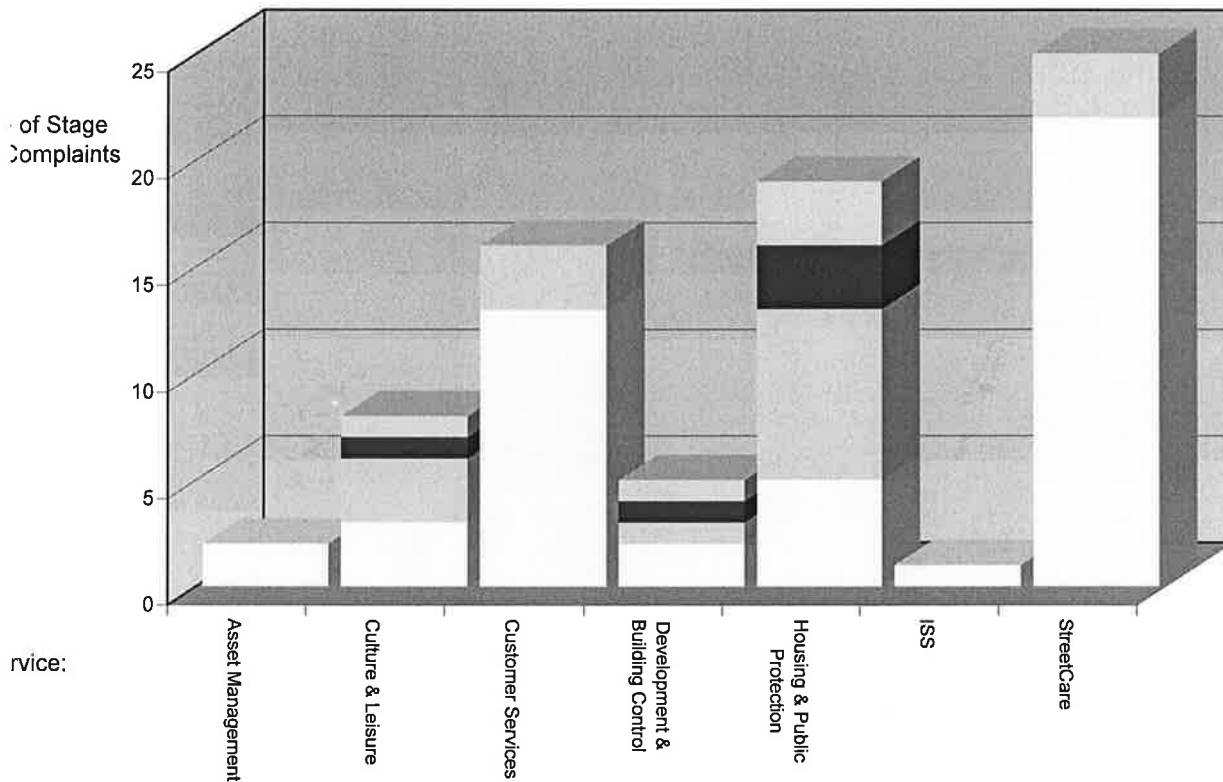
## Corporate Complaints Totals by Service July 2011

## Stage 1

Date of report: 02 September 2011

Service Area	Number of Complaints logged	%	Completed within 10 days	Completed over 10 days	Over 10 days & still outstanding	Changed to 'Not a complaint'
Asset Management	2	3%	2			
Culture & Leisure	7	9%	3	3	1	1
Customer Services	16	21%	13	3		
Development & Building Control	4	5%	2	1	1	1
Housing & Public Protection	16	21%	5	8	3	3
ISS	1	1%	1			
StreetCare	31	40%	22	8	1	2
<b>Totals</b>	<b>77</b>		<b>48</b>	<b>23</b>	<b>6</b>	<b>7</b>
	<b>100%</b>		<b>62%</b>	<b>30%</b>	<b>8%</b>	

Completed within 10 days
  Completed over 10 days  
 Over 10 days & still outstanding
  Changed to 'Not a complaint'



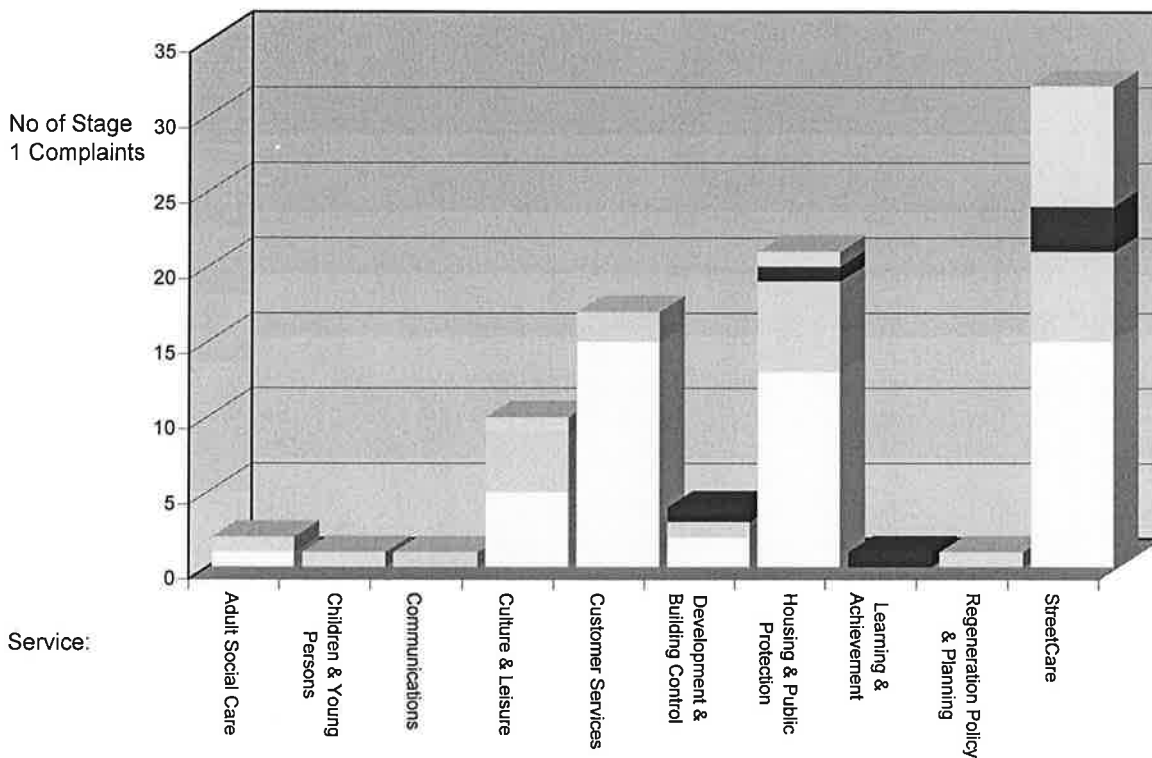
## Corporate Complaints Totals by Service August 2011

## Stage 1

Date of report: 21 September 2011

Service Area	Number of Complaints logged	%	Completed within 10 days	Completed over 10 days	Over 10 days & still outstanding	Changed to 'Not a complaint'
Adult Social Care	1	1%	1			1
Children & Young Persons						1
Communications	1	1%		1		
Culture & Leisure	9	12%	5	4		1
Customer Services	17	22%	15	2		
Development & Building Control	4	5%	2	1	1	
Housing & Public Protection	20	26%	13	6	1	1
Learning & Achievement	1	1%			1	
Regeneration Policy & Planning						1
StreetCare	24	31%	15	6	3	8
<b>Totals</b>	<b>77</b>	<b>100%</b>	<b>51</b>	<b>20</b>	<b>6</b>	<b>13</b>

Completed within 10 days
  Completed over 10 days  
 Over 10 days & still outstanding
  Changed to 'Not a complaint'

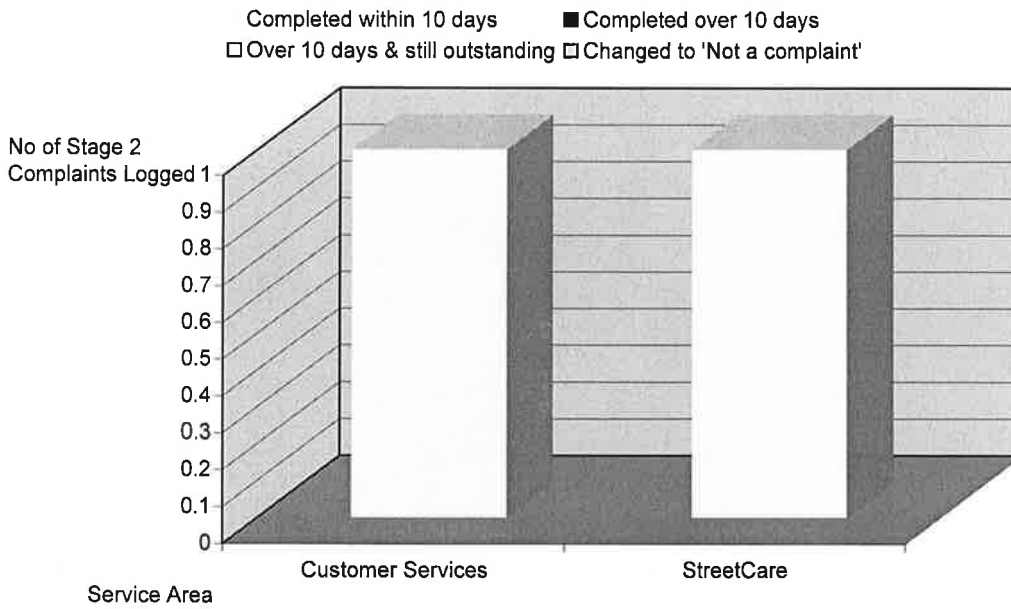


**Corporate Complaints Totals by Service  
July 2011**

**Stage 2**

Date of report: 02 September 2011

Service Area	Number of Complaints logged	%	Completed within 10 days	Completed over 10 days	Over 10 days & still outstanding	Changed to 'Not a complaint'
Customer Services	1	50%	1	0	0	0
StreetCare	1	50%	1	0	0	0
<b>Totals</b>	<b>2</b>		<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>100%</b>		<b>100%</b>	<b>0%</b>	<b>0%</b>	

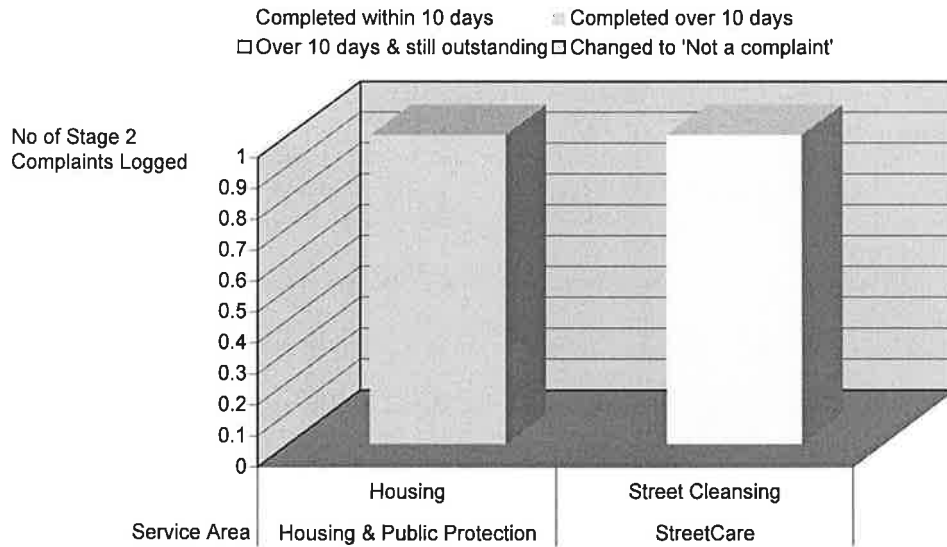


**Corporate Complaints Totals by Service  
August 2011**

**Stage 2**

Date of report: 21 September 2011

Service Area	Complaint Topic	Number of Complaints logged	%	Completed within 10 days	Completed over 10 days	Over 10 days & still outstanding	Changed to 'Not a complaint'
Housing & Public Protection	Housing	1	50%		1		
StreetCare	Street Cleansing	1	50%	1			
<b>Totals</b>		<b>2</b>	<b>100%</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>



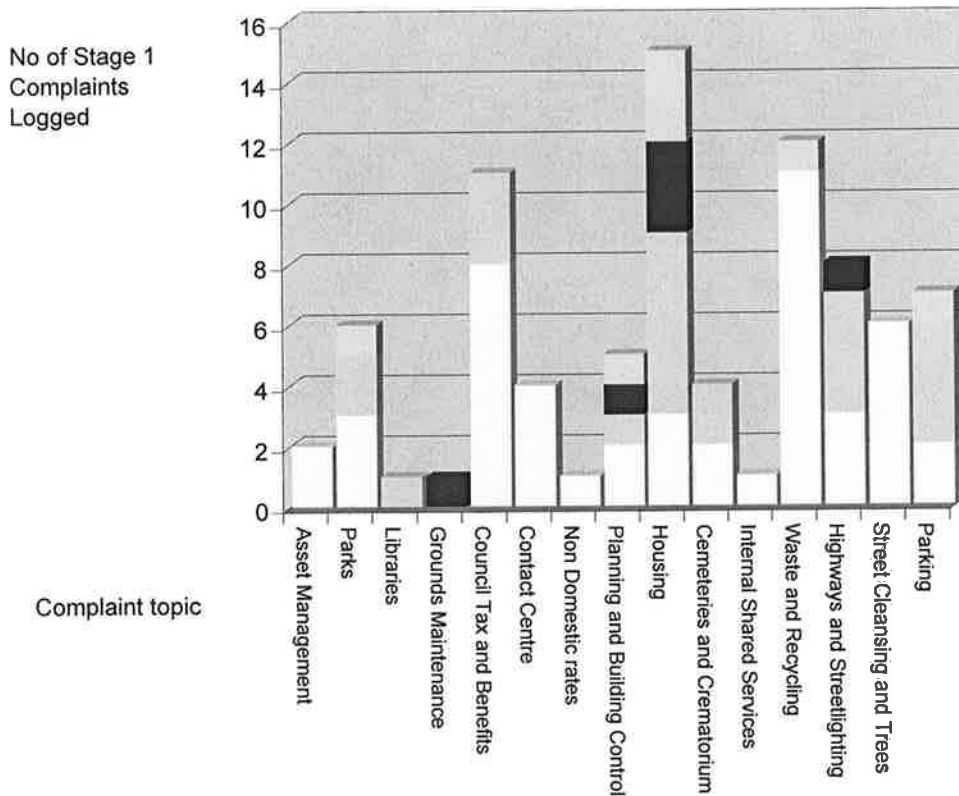
# Corporate Complaints Totals by Topic July 2011

## Stage 1

Date of report: 02 September 2011

Service Area	Number of Complaints logged	Completed within 10 days	Completed over 10 days	Over 10 days & still outstanding	Change to Not a complaint
Asset Management	2	2			
Parks	5	3	2		1
Libraries	1		1		
Grounds Maintenance	1			1	
Council Tax and Benefits	11	8	3		
Contact Centre	4	4			
Non Domestic rates	1	1			
Planning and Building Control	4	2	1	1	1
Housing	12	3	6	3	3
Cemeteries and Crematorium	4	2	2		
Internal Shared Services	1	1			
Waste and Recycling	11	11			1
Highways and Streetlighting	8	3	4	1	
Street Cleansing and Trees	6	6			
Parking	6	2	4		1
<b>Totals</b>	<b>77</b>	<b>48</b>	<b>23</b>	<b>6</b>	<b>7</b>
	<b>100%</b>	<b>62%</b>	<b>30%</b>	<b>8%</b>	

Completed within 10 days
  Completed over 10 days  
 Over 10 days & still outstanding
  Change to Not a complaint



## Corporate Complaints Totals by Topic August 2011

Date of report: 21 September 2011

### Stage 1

Complaint Topic	Number of Complaints logged	Completed within 10 days	Completed over 10 days	Over 10 days & still outstanding	Change to Not a complaint
Adult Social Care	1	1			1
Childrens Services					1
Communications	1		1		
Parks	4	1	3		1
Libraries	4	3	1		
Sports	1	1			
Council Tax and Benefits	13	13			
Contact Centre	2	1	1		
Langtons	2	1	1		
Planning and Building Control	4	2	1	1	
Housing	13	7	5	1	1
Cemeteries and Crematorium	6	5	1		
Public Protection	1	1			
Learning & Achievement	1			1	
Regeneration					1
Waste and Recycling	3	3			1
Highways and Streetlighting	4	2	2		2
Street Cleansing and Trees	10	8	2		
Parking	7	2	2	3	5
<b>Totals</b>	<b>77</b>	<b>51</b>	<b>20</b>	<b>6</b>	<b>13</b>
	<b>100%</b>	<b>66%</b>	<b>26%</b>	<b>8%</b>	

Completed within 10 days    Completed over 10 days    Over 10 days & still outstanding    Change to Not a complaint

