

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 October - December 2015)

Stage 1 percentage to time overall	91%
Stage 2 Percentage to time	100%
Stage 3 Percentage to time	No cases
Stage 1 & 2 cumulative score	91%

Performance for November (in short) is therefore:

Stage 1 percentage to time overall	89%
Stage 2 percentage to time	100%
Stage 3 percentage to time	No cases

Performance for October (in short) is therefore:

Stage 1 percentage to time overall	92%
Stage 2 percentage to time	100%
Stage 3 percentage to time	No cases

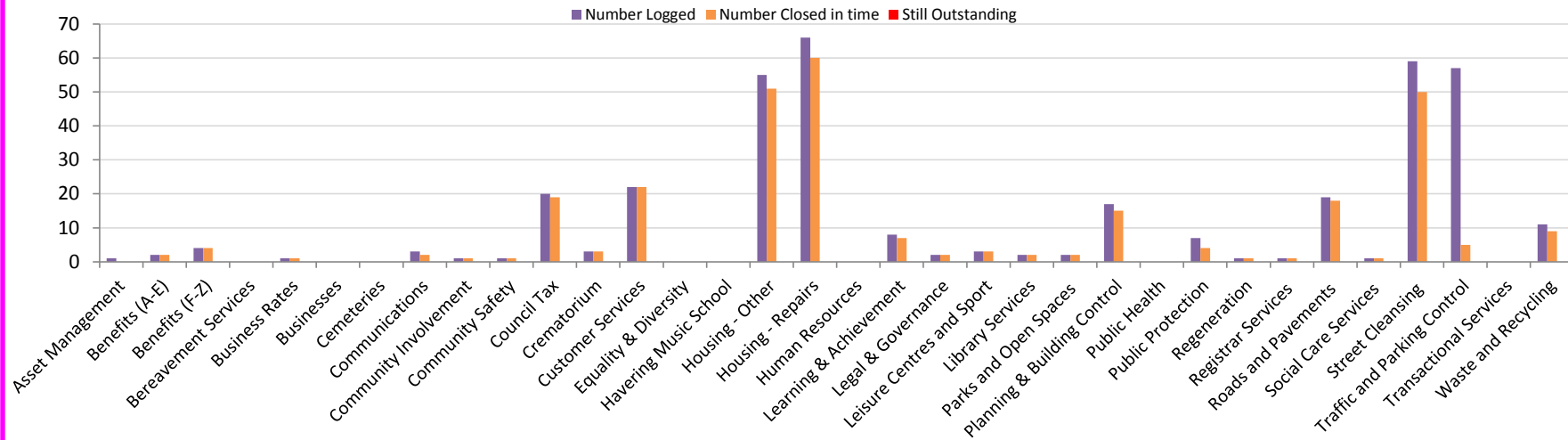
Performance for December (in short) is therefore:

Stage 1 percentage to time overall	92%
Stage 2 percentage to time	100%
Stage 3 percentage to time	No cases

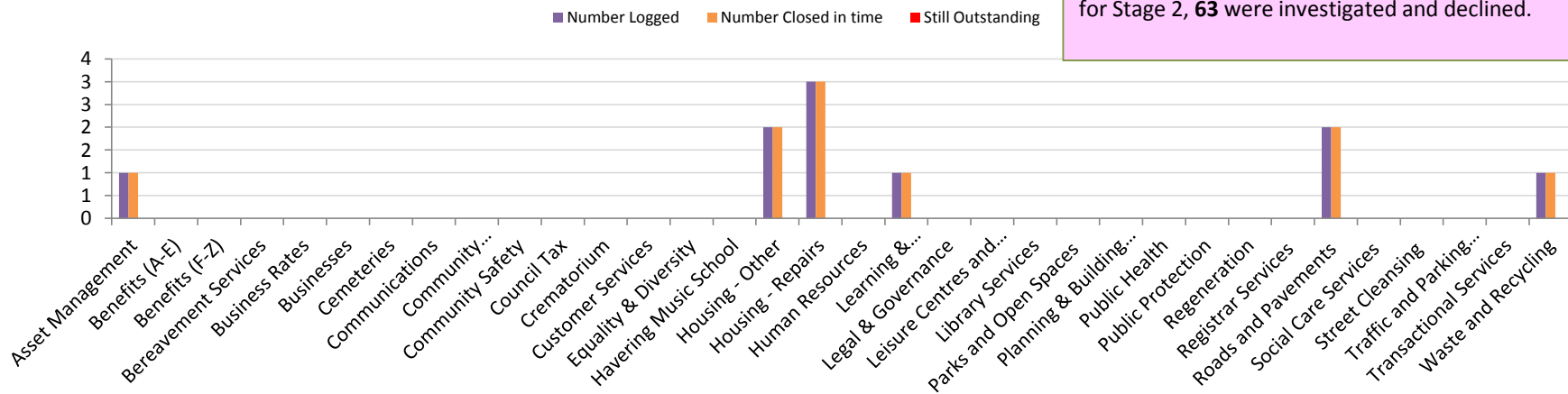
	Cumulative (Apr - Sep)	October				November				December				Cumulative *
		Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days	
Asset Management	10			1	100%	1	0%							11
Benefits (A-E)	1	1	100%							1	100%			3
Benefits (F-Z)	13	3	100%							1	100%			17
Bereavement Services	3													3
Business Rates	1					1	100%							2
Businesses	2													2
Cemeteries	0													0
Communications	2	1	0%			1	100%			1	100%			5
Community Involvement	0	1	100%											1
Community Safety	1	1	100%											2
Council Tax	37	8	88%			5	100%			7	100%			57
Crematorium	9	3	100%											12
Customer Services	59	9	100%			7	100%			6	100%			81
Equality & Diversity	0													0
Haverling Music School	0													0
Housing - Other	146	21	95%			12	100%	1	100%	22	86%	1	100%	201
Housing -Repairs	118	27	96%			16	100%	1	100%	23	78%	2	100%	184
Human Resources	2													2
Learning & Achievement	12	1	100%			6	83%	1	100%	1	100%			20
Legal & Governance	3	2	100%											5
Leisure Centres & Sport	1									3	100%			4
Library Services	11	6	100%			1	100%			2	100%			20
Parks and Open Spaces	29	2	100%			1	100%			2	100%			34
Planning & Building Control	27	1	0%			3	100%			13	92%			44
Public Health	0													0
Public Protection	20	1	100%			6	50%							27
Regeneration	4					1	100%							5
Registrar Services	6	1	100%											7
Roads and Pavements	198	6	100%	2	100%	6	83%			7	100%			217
Social Care Services	7					1	100%							8
Street Cleansing	187	25	80%			26	85%			8	100%			246
Traffic and Parking Control	368	22	86%			21	90%			14	93%			425
Transactional Services	0													0
Waste and Recycling	217	3	67%	1	100%	2	50%			7	100%			229
Stage 1 Logged (Total)	1494	145				117				118				1874
Completed in 15 days (%)	88%		92%				89%				92%			
Stage 2 logged (Total)	49			4				3				3		59
Completed in 20 days (%)	82%				100%				100%				100%	

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

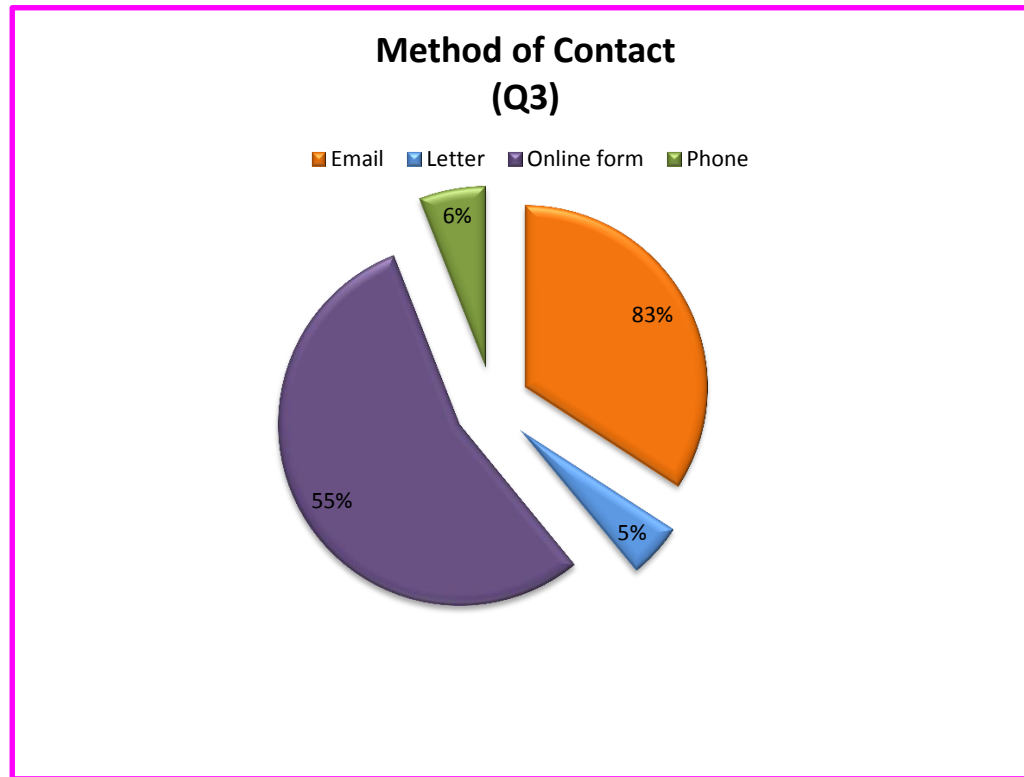
Stage 1 by Topic



Stage 2 by Topic

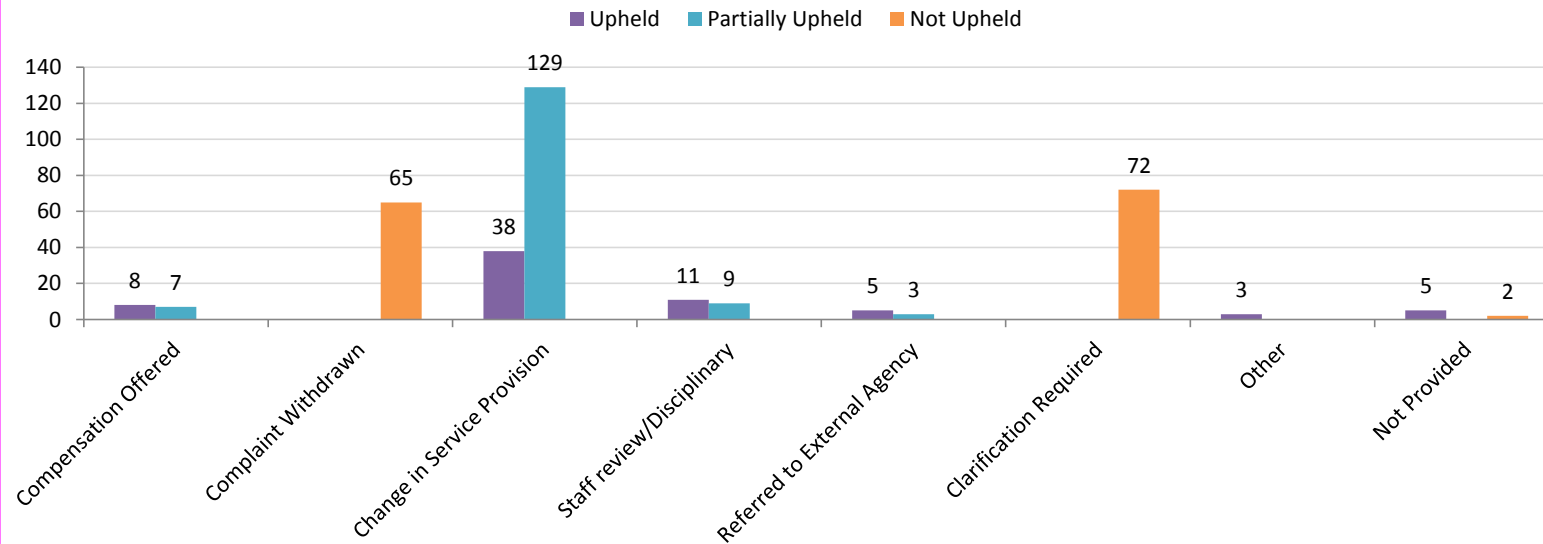


Please note: Whilst there were only 10 progressed Stage 2 complaints in Q3, there were **73** requests for Stage 2, **63** were investigated and declined.

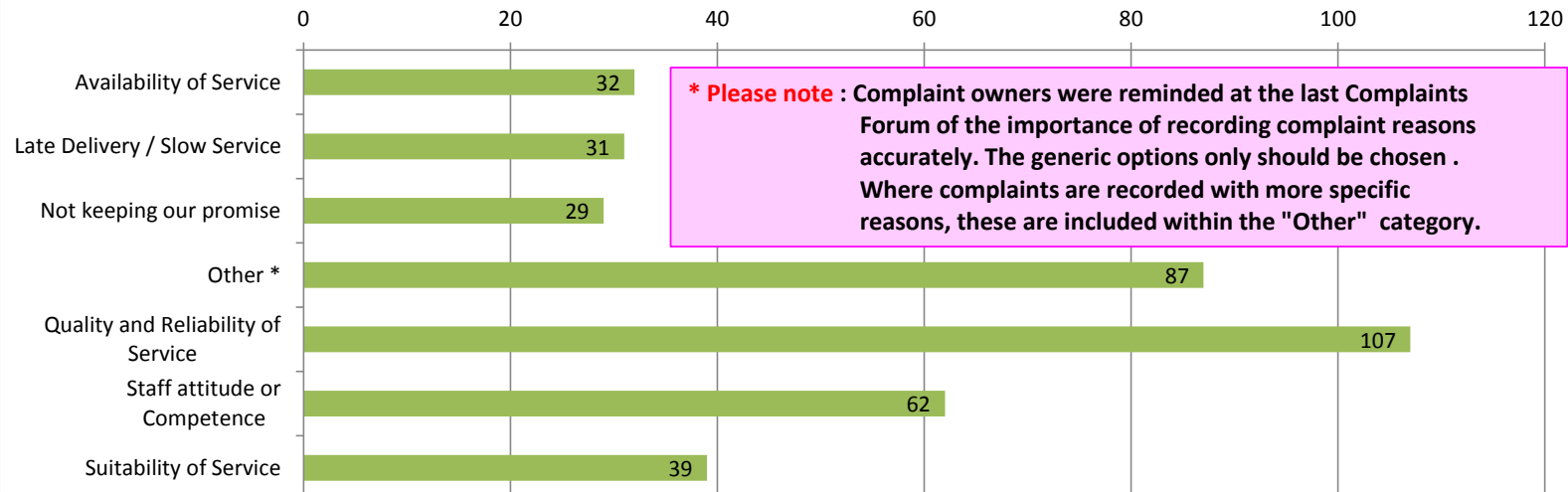


Please note: The method of contact defaults to the last recorded if the CRM owner does not actively amend this field. A reminder has been sent and will be re-iterated at the Complaints Forum to complaint owners.

Complaint Outcome (Q3)



Complaint Reason (Q3)



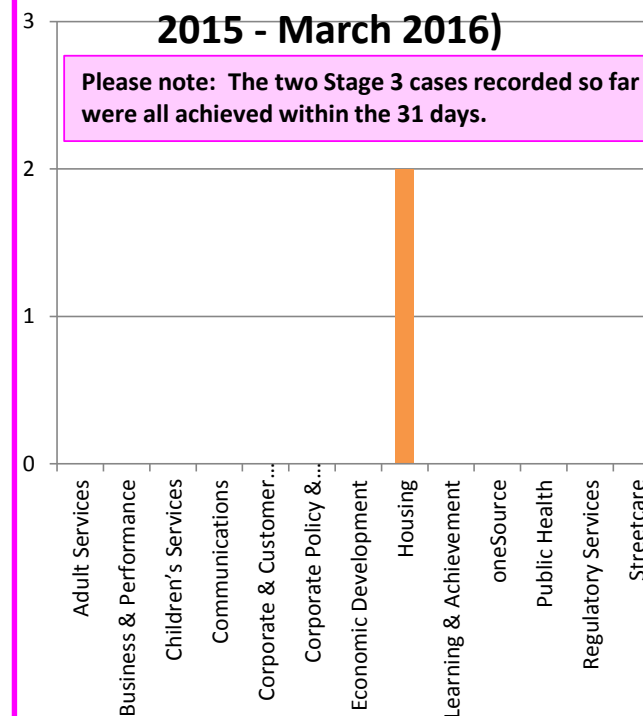
Detailed Summary of Stage 3 Complaints

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

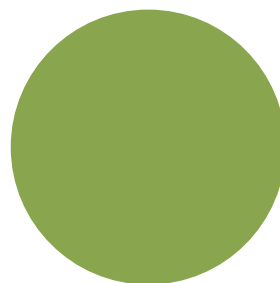
	Cumulative (april-Sept)	Oct-15	Nov-15	Dec-15	Total	Achieved within 31 Calendar days %
Adult Services		0	0		0	
Business & Performance	0	0	0	0	0	
Children's Services	0	0	0	0	0	
Communications	0	0	0	0	0	
Corporate & Customer Transformation	0	0	0	0	0	
Corporate Policy & Community	0	0	0	0	0	
Culture & Leisure	0	0	0	0	0	
Economic Development	0	0	0	0	0	
Housing	2	0	0	0	2	100%
Learning & Achievement	0	0	0	0	0	
oneSource	0	0	0	0	0	
Public Health	0	0	0	0	0	
Regulatory Services	0	0	0	0	0	
Streetcare	0	0	0	0	0	
Total Logged	2	0	0	0	2	100%

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

Please note: The two Stage 3 cases recorded so far were all achieved within the 31 days.



Stage 3 - Cumulative Complaint Outcomes



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

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- March 16 (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	March '16
Asset Management	14	0.72%	2	0	3	3	2	2	1	1	0			
Benefits (A-E)	4	0.21%	1	1	0	0	0	0	1	0	1			
Benefits (F-Z)	18	0.93%	5	1	6	1	1	0	3	0	1			
Bereavement Services	3	0.16%	0	1	0	2	0	0	0	0	0			
Business Rates	2	0.10%	0	1	0	0	0	0	0	1	0			
Businesses	2	0.10%	1	0	1	0	0	0	0	0	0			
Cemeteries	0	0.00%	0	0	0	0	0	0	0	0	0			
Communications	5	0.26%	0	0	0	2	0	0	1	1	1			
Community Involvement	1	0.05%	0	0	0	0	0	0	1	0	0			
Community Safety	2	0.10%	0	0	1	0	0	0	1	0	0			
Council Tax	60	3.10%	12	5	7	4	5	7	8	5	7			
Crematorium	12	0.62%	0	3	1	1	1	3	3	0	0			
Customer Services	82	4.24%	15	11	10	7	7	10	9	7	6			
Equality & Diversity	0	0.00%	0	0	0	0	0	0	0	0	0			
Havering Music School	0	0.00%	0	0	0	0	0	0	0	0	0			
Housing - Other	212	10.97%	27	27	19	34	24	24	21	13	23			
Housing -Repairs	189	9.78%	31	15	11	28	13	22	27	17	25			
Human Resources	2	0.10%	0	2	0	0	0	0	0	0	0			
Learning & Achievement	21	1.09%	1	0	3	3	0	5	1	7	1			
Legal & Governance	5	0.26%	1	0	0	1	1	0	2	0	0			
Leisure Centres & Sport	4	0.21%	0	0	0	1	0	0	0	0	3			
Library Services	20	1.03%	2	1	1	3	3	1	6	1	2			
Parks and Open Spaces	35	1.81%	6	3	7	3	5	6	2	1	2			
Planning & Building Control	45	2.33%	9	3	6	2	2	6	1	3	13			
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0			
Public Protection	27	1.40%	4	0	7	7	1	1	1	6	0			
Regeneration	5	0.26%	0	0	3	0	1	0	0	1	0			
Registrar Services	7	0.36%	2	1	1	0	2	0	1	0	0			
Roads and Pavements	222	11.48%	26	20	49	49	32	25	8	6	7			
Social Care Services	9	0.47%	1	1	3	0	1	2	0	1	0			
Street Cleansing	251	12.98%	13	18	56	50	36	19	25	26	8			
Traffic & Parking Control	434	22.45%	73	39	95	91	43	36	22	21	14			
Waste and Recycling	240	12.42%	47	39	53	47	22	19	4	2	7			
Total Complaints logged	1933		279	192	343	339	202	188	149	120	121	0	0	0
Overall % of complaints 1&2 completed within time			Insufficient data for this 1st quarter			93%			91%					

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