

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 Corporate Complaints Policy and Procedure, the timescales in which we have to respond to a complaint are 15 days for a Stage 1, 20 days for a Stage 2 and 31 calendar days for 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 2016 until March 2017

Performance for July to September 2016 (Quarter 2):

Stage 1 percentage to time overall	98% (510/519)
Stage 2 percentage to time	96% (79/82)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	98%

Performance for April to June 2016 (Quarter 1):

Stage 1 percentage to time overall	99% (550/557)
Stage 2 percentage to time	96% (45/47)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	98%

Performance for April to September 2016 (Quarter 1 & 2):

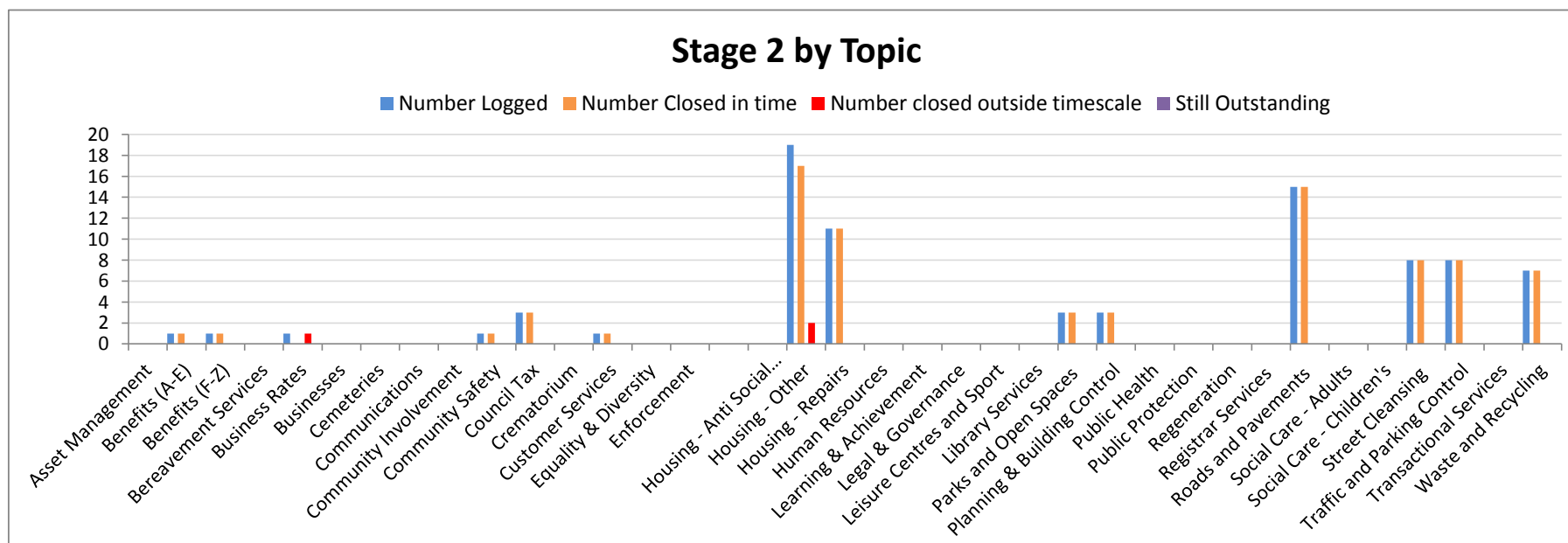
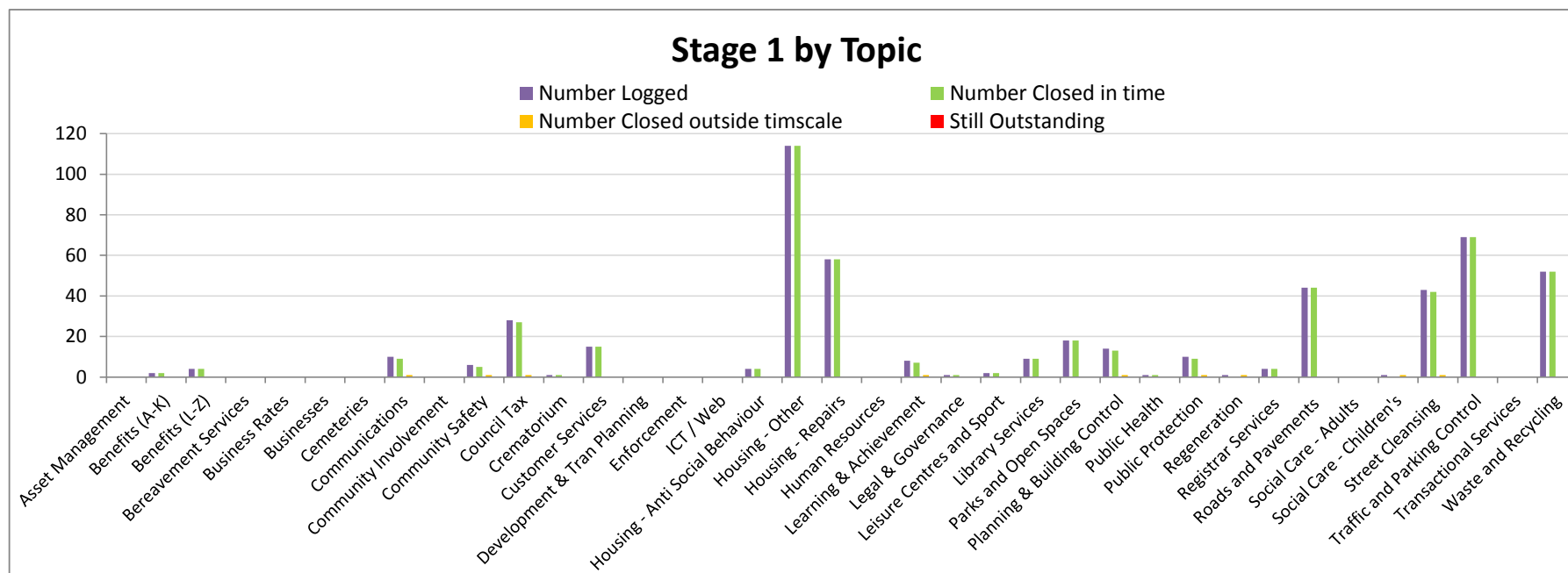
Stage 1 percentage to time overall	98% (1060/1076)
Stage 2 percentage to time	96% (124/129)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	98%

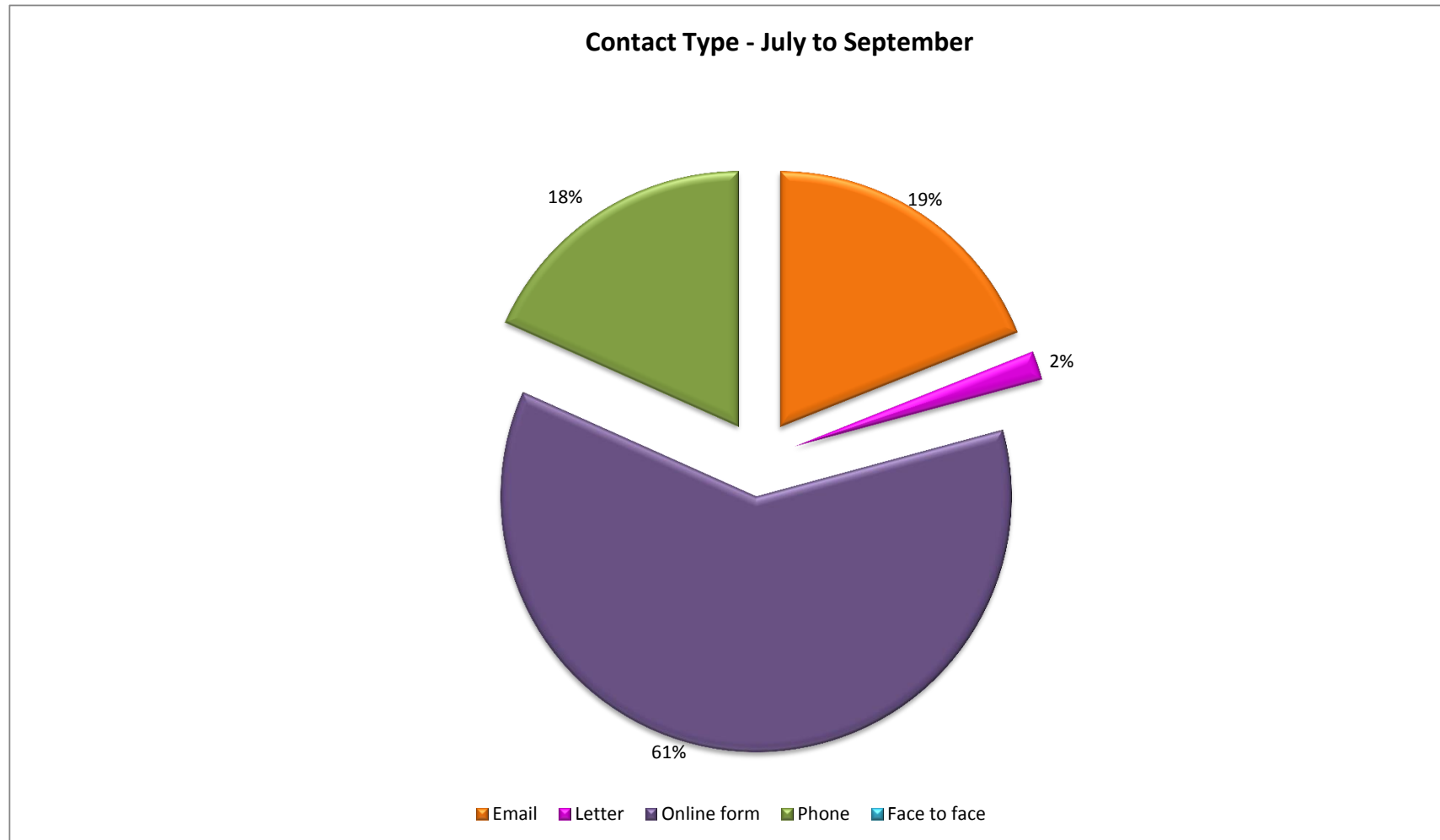
Senior Leadership Complaints team
 4th November 2016

Corporate Complaints Qtr2 Report - July to September 2016

Appendix 1

	Stage 1					Stage 2					Explanation of late response to Stage 1&2
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	days and still open	
Art Services											
Asset Management											
Benefits (A-K)	2	2	100%			1	1				
Benefits (L-Z)	4	4	100%			1	1				
Bereavement Services											
Business Rates						1	0	0%	1		
Businesses											
Cemeteries											
Communications (Inc Living Magazine)	10	9	90%	1							
Community Involvement (Inc Volunteers)											
Community Safety including ASB	6	5	83%	1		1	1				
Council Tax	28	27	96%	1		3	3				
Crematorium	1	1	100%								
Customer Services	15	15	100%			1	1				
Development & Trans Planning											
Enforcement											
Housing - Anti Social Behaviour	4	4	100%								
Housing - Other	114	114	100%			19	17	89%	2		
Housing - Repairs	58	58	100%			11	11	100%			
ICT / Web team											
Learning & Achievement	8	7	88%	1							
Legal & Governance	1	1	100%								
Leisure Centres and Sport	2	2	100%								
Library Services (Inc Having Museum)	9	9	100%								
Parks and Open Spaces (Inc allotments)	18	18	100%			3	3	100%			
Planning & Building Control	14	13	93%	1		3	3	100%			
Public Health	1	1									
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	10	9	90%	1							
Regeneration	1	0		1							
Registrar Services (Inc Birth, Death and Marriages)	4	4	100%								
Roads and Pavements (Inc Street Lighting)	44	44	100%			15	15	100%			
Social Care Adults											
Social Care Children's	1	0	0%	1							
Street Cleansing (Inc Trees)	43	42	98%	1		8	8	100%			
Traffic and Parking Control	69	69	100%			8	8	100%			
Transactional Services											
Waste and Recycling	52	52	100%			7	7	100%			
Total	519	510	98%	9	0	82	79	96%	3	0	





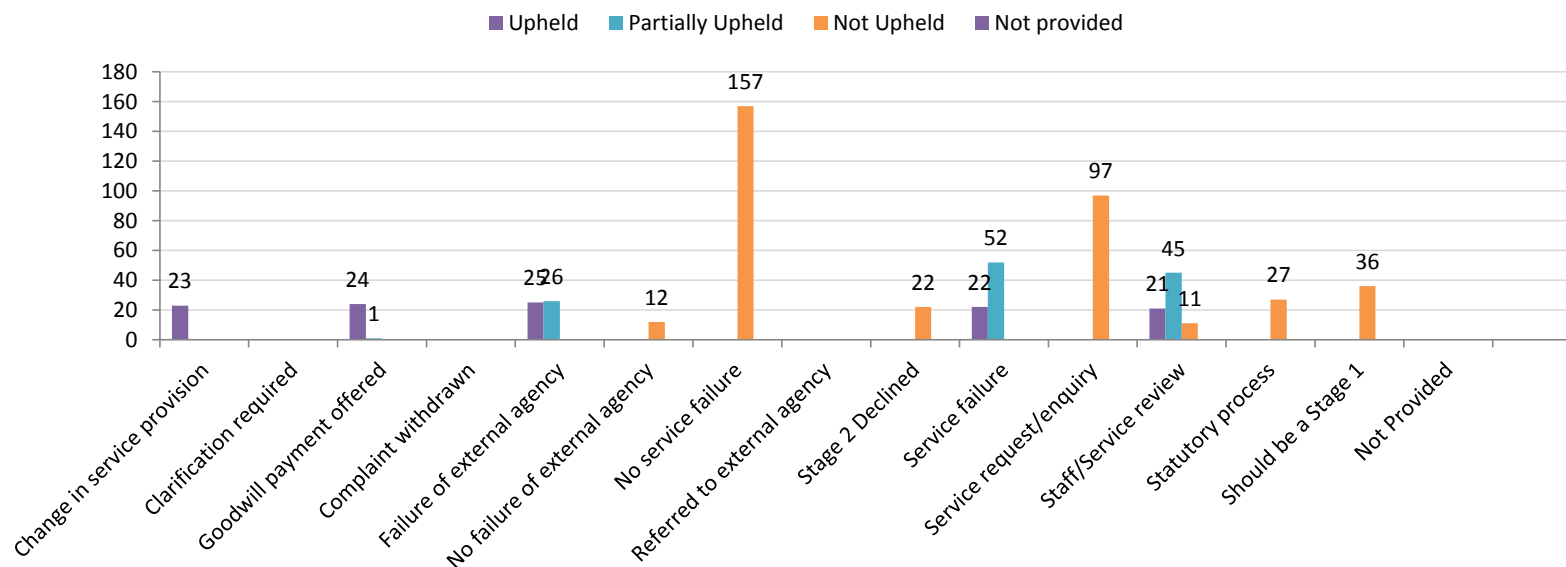
Corporate Complaints Qtr2 Report - July to September 2016

Appendix 1

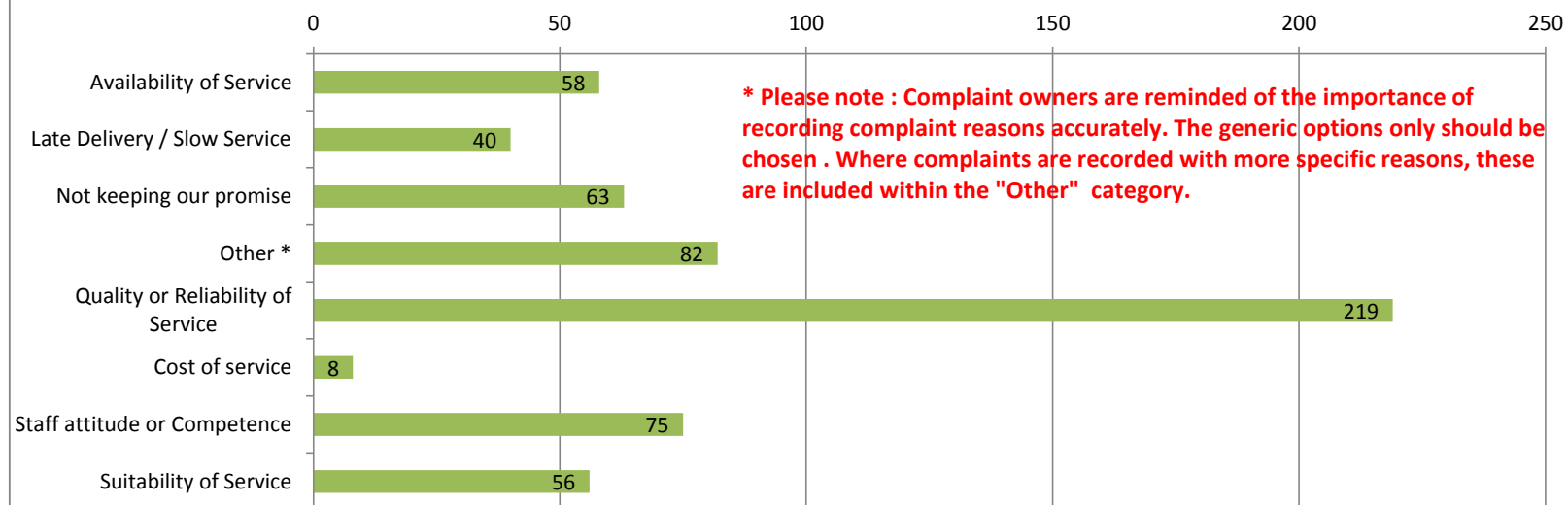
	Carry Over	July				August				September				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumul ative*
Arts														0
Asset Management	1													1
Benefits (A-K)	2	1	100%					1	100%	1	100%			4
Benefits (L-Z)	9	2	100%			1	100%	1	100%	1	100%			13
Bereavement Services														0
Business Rates	2			1	0%									2
Businesses	1													1
Cemeteries														0
Communications	5	4	100%			3	67%			3	100%			15
Community Involvement														0
Community Safety including ASB		2	50%			1	100%	1	100%	3	100%			6
Council Tax	25	6	100%	1	100%	12	92%			10	100%	2	100%	53
Crematorium	4					1	100%							5
Customer Services	42	4	100%			1	100%			10	100%	1	100%	57
Development & Trans Planning	1													1
Enforcement														0
Housing - Anti social behaviour	2	2	100%							2	100%			6
Housing - Other	114	43	100%	5	100%	36	100%	5	80%	35	100%	9	89%	228
Housing -Repairs	35	19	100%	5	100%	18	100%	1	100%	21	100%	5	100%	93
Human Resources														0
ICT / Web team														0
Learning & Achievement	6	2	100%			3	100%			3	67%			14
Legal & Governance	2					1	100%							3
Leisure Centres and Sport	2	2	100%											4
Library Services	13	4	100%			4	100%			1	100%			22
Parks and Open Spaces	16	4	80%			7	100%	2	100%	7	100%	1	100%	34
Planning & Building Control	13	5	80%	1	100%	2	100%	1	100%	7	86%	1	100%	27
Public Health						1	100%							1
Public Protection	16					5	80%			5	100%			26
Regeneration	1					1	0%							2
Registrar Services	7	1	100%			2	100%			1	100%			11
Roads and Pavements	36	11	100%	2	100%	13	100%	8	100%	20	100%	5	100%	80
Social Care Adults	1													1
Social Care Children's	1									1	0%			2
Street Cleansing	34	10	100%	1	100%	21	100%	4	100%	12	92%	3	100%	77
Traffic and Parking Control	87	20	100%	2	100%	23	100%	3	100%	26	100%	3	100%	156
Transactional Services	1													1
Waste and Recycling	78	17	100%	4	100%	19	100%	2	100%	16	100%	1	100%	130
Stage 1 Logged (Total)	557	159				175				185				1076
Completed in 15 days (%)	99%		99%				98%				98%			
Stage 2 logged (Total)	47			22				29				31		129
Completed in 20 days (%)	96%				95%				97%				97%	

* 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 Outcome (September 2016)

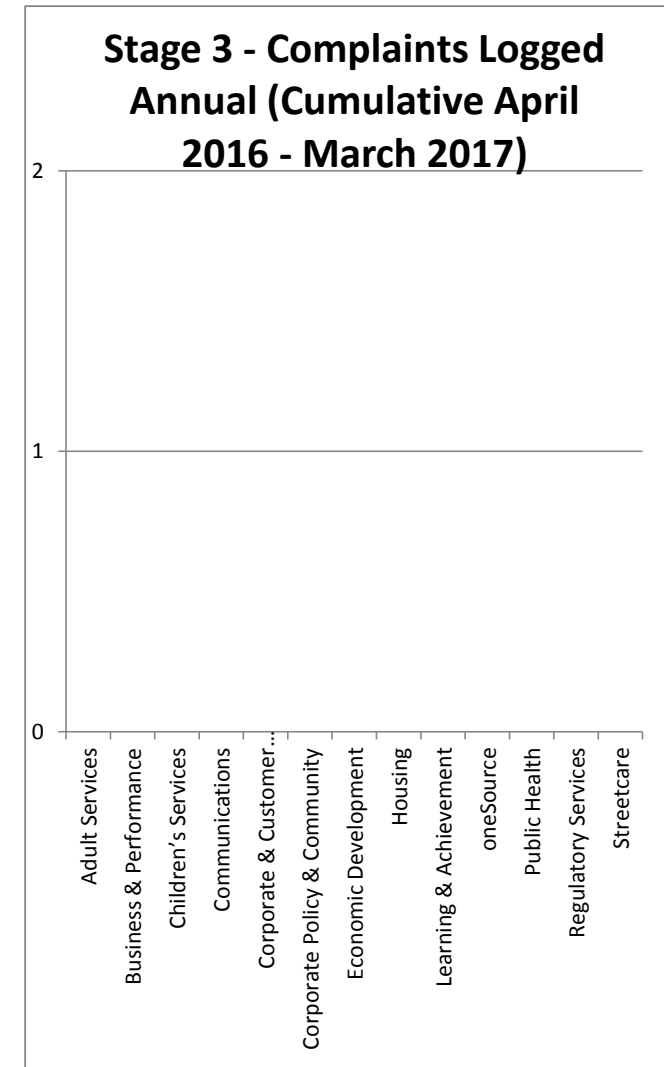


Complaint Reason (September 2016)



Detailed Summary of Stage 3 Complaints - None recorded for September 2016

	Cumulative (April-June)	Apr-16	May-16	Jun-16	Total	Achieved within 31 Calendar days %
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	0	0	0	0	0	
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	0	0	0	0	0	



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 16 - March 17

Table below shows all corporate complaint stage 1 & 2 figures logged between April '16 and March '17

	Cumulative numbers logged April 16-March 17 (Stage 1&2)	% of total	April '16	May '16	June '16	July '16	August '16	September '16	October '16	November '16	December '16	January '17	February '17	March '17
Arts	0	0.00%												
Asset Management	1	0.08%			1									
Benefits (A-K)	5	0.41%	2			1	1	1						
Benefits (L-Z)	14	1.16%	3	3	3	2	2	1						
Bereavement Services	0	0.00%												
Business Rates	3	0.25%	2			1								
Businesses	1	0.08%	1											
Cemeteries	0	0.00%												
Communications	15	1.24%		4	1	4	3	3						
Community Involvement	0	0.00%												
Community Safety	7	0.58%				2	2	3						
Council Tax	57	4.73%	11	9	6	7	12	12						
Crematorium	5	0.41%	1	1	2		1							
Customer Services	58	4.81%	14	16	12	4	1	11						
Development & Trans Planning	1	0.08%		1										
Enforcement	1	0.08%			1									
Housing - Anti Social Behaviour	6	0.50%	1	1		2		2						
Housing - Other	255	21.16%	29	32	61	48	41	44						
Housing -Repairs	110	9.13%	19	17	5	24	19	26						
Human Resources	0	0.00%												
ICT / Web team	0	0.00%												
Learning & Achievement	14	1.16%	1	4	1	2	3	3						
Legal & Governance	3	0.25%		2			1							
Leisure Centres & Sport	4	0.33%	1		1	2								
Library Services	24	1.99%	4	7	4	4	4	1						
Parks and Open Spaces	37	3.07%	4	5	7	4	9	8						
Planning & Building Control	33	2.74%	5	8	3	6	3	8						
Public Health	1	0.08%					1							
Public Protection	27	2.24%	1	12	4		5	5						
Regeneration	2	0.17%	1				1							
Registrar Services	11	0.91%	2	2	3	1	2	1						
Roads and Pavements	102	8.46%	11	10	22	13	21	25						
Social Care Adults	1	0.08%		1										
Social Care Children's	3	0.25%	1		1			1						
Street Cleansing	92	7.63%	7	8	26	11	25	15						
Traffic & Parking Control	169	14.02%	26	30	36	22	26	29						
Transactional Services	1	0.08%		1										
Waste and Recycling	142	11.78%	12	24	47	21	21	17						
Total Complaints logged	1205		159	198	247	181	204	216	0	0	0	0	0	0
Overall % of complaints 1&2 completed within time			98%			98%								