

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 October to December 2016 (Quarter 3):

Stage 1 percentage to time overall	96% (368/383)
Stage 2 percentage to time	92% (71/77)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	95%

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 December 2016 (Quarters 1, 2 & 3:)

Stage 1 percentage to time overall	98% (1428/1459)
Stage 2 percentage to time	95% (195/206)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	97%

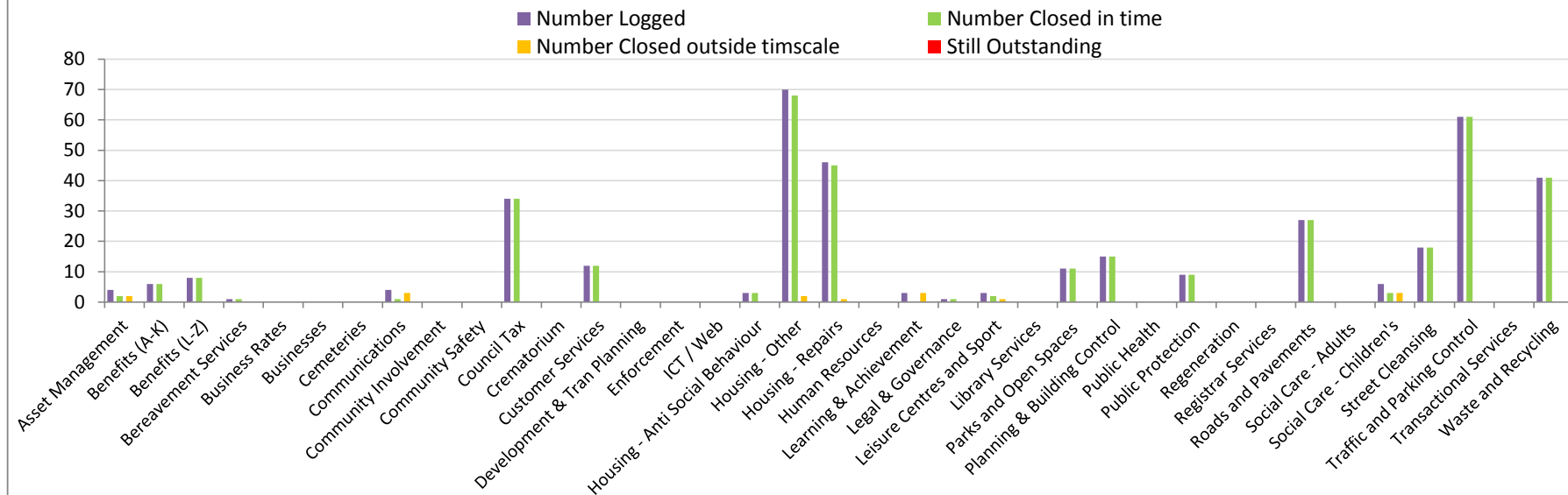
Senior Leadership Complaints team
 21st February 2017

Qtr 3 Corporate Complaints Report (October to December 2016)

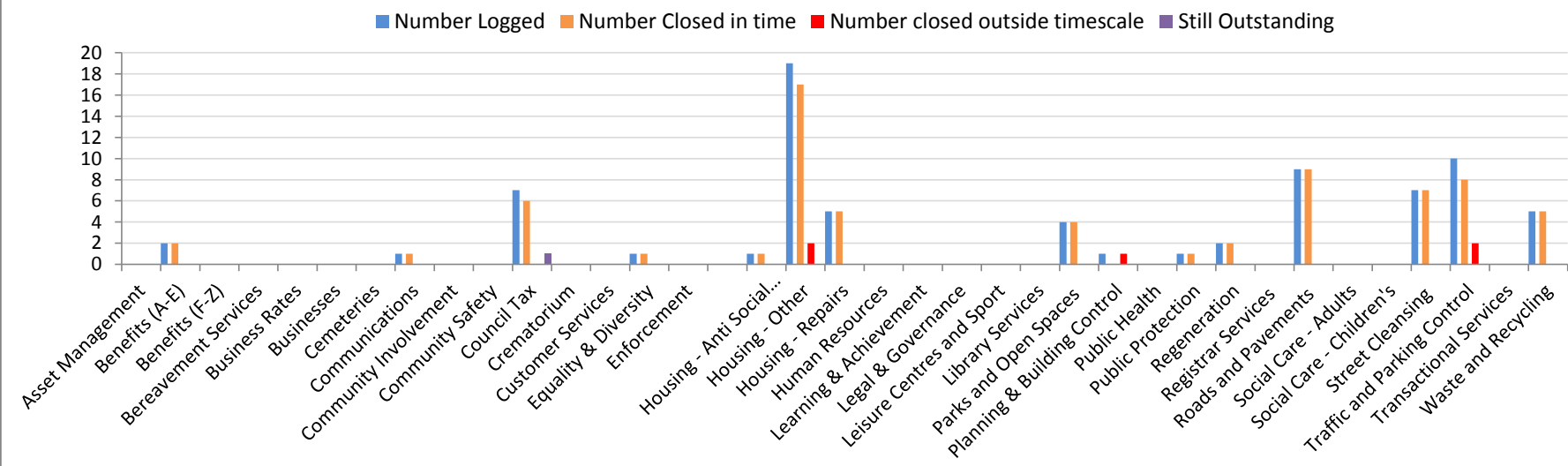
Appendix 1

	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	Over 20 days and still open	
Art Services											
Asset Management	4	2	50%	1	1						
Benefits (A-K)	6	6	100%			2	2	100%			
Benefits (L-Z)	8	8	100%								
Bereavement Services	1	1	100%								
Business Rates											
Businesses											
Cemeteries											
Communications (Inc Living Magazine)	4	1	25%	3		1	1	100%			
Community Involvement (Inc Volunteers)											
Community Safety including ASB						2	2	100%			
Council Tax	34	34	100%			7	6	86%		1	
Crematorium											
Customer Services	12	12	100%								
Development & Trans Planning											
Enforcement											
Equality & Diversity						1	1	100%			
Housing - Anti Social Behaviour	3	3	100%			1	1	100%			
Housing - Other	70	68	97%	2		19	17	89%	2		
Housing - Repairs	46	45	98%	1		5	5	100%			
Learning & Achievement	3	0	0%	3							
Legal & Governance	1	1	100%								
Leisure Centres and Sport	3	2	67%	1							
Library Services (Inc Having Museum)											
Parks and Open Spaces (Inc allotments)	11	11	100%			4	4	100%			
Planning & Building Control	15	15	100%			1	0	0%	1		
Public Health											
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	9	9	100%			1	1	100%			
Regeneration						2	2	100%			
Registrar Services (Inc Birth, Death and Marriages)											
Roads and Pavements (Inc Street Lighting)	27	27	100%			9	9	100%			
Social Care Adults											
Social Care Children's	6	3	50%	3							
Street Cleansing (Inc Trees)	18	18	100%			7	7	100%			
Traffic and Parking Control	61	61	100%			10	8	80%	2		
Transactional Services											
Waste and Recycling	41	41	100%			5	5	100%			
Total	383	368	96%	14	1	77	71	92%	5	1	

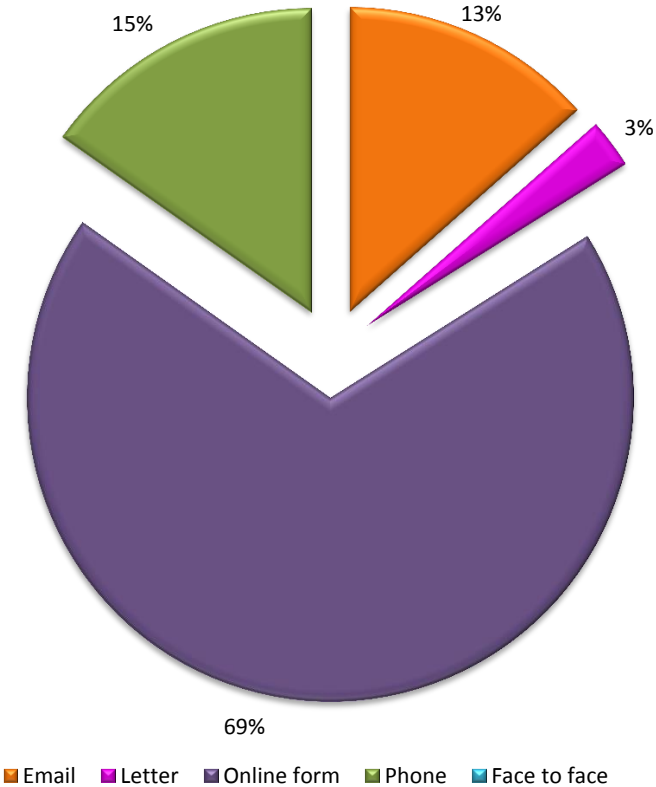
Stage 1 by Topic



Stage 2 by Topic



October - December 2016 Contact Type



The method of contact defaults to the last recorded if the CRM owner does not actively amend this field. Complaint owners are reminded to ensure the correct data is entered.

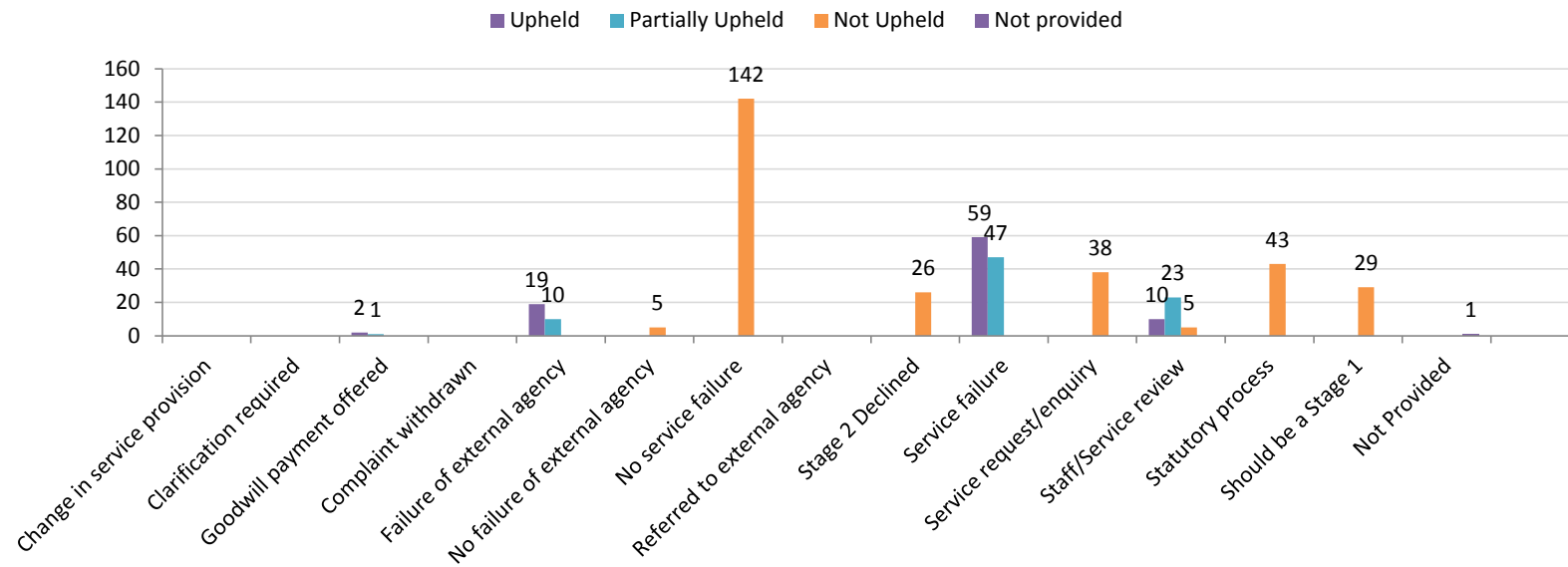
Qtr 3 Corporate Complaints Report (October to December 2016)

Appendix 1

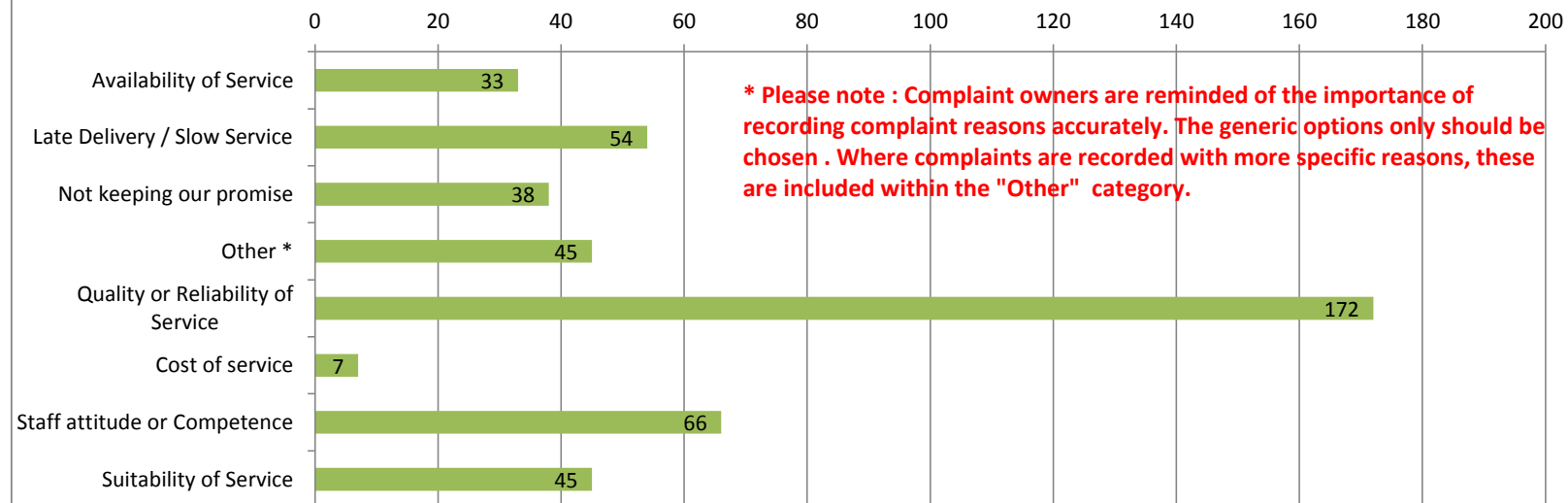
	Carry Over	October				November				December				Total
	Cumulative (Apr -Sept)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumul ative*
Arts	0													0
Asset Management	1	1	0%			1	100%			2	50%			5
Benefits (A-K)	4	2	100%			3	100%	1	100%	1	100%	1	100%	10
Benefits (L-Z)	13	2	100%			6	100%							21
Bereavement Services	0					1	100%							1
Business Rates	2													2
Businesses	1													1
Cemeteries	0													0
Communications	15	4	25%					1	100%					19
Community Involvement	0													0
Community Safety including ASB	6			2	100%									6
Council Tax	53	16	100%	3	100%	10	100%	2	100%	8	100%	2	50%	87
Crematorium	5													5
Customer Services	57	5	100%			3	100%			4	100%			69
Development & Trans Planning	1													1
Enforcement	0													0
Equality & Diversity	0											1	100%	0
Housing - Anti social behaviour	6	2	100%	1	100%					1	100%			9
Housing - Other	228	28	100%	6	83%	24	92%	5	100%	18	100%	8	88%	298
Housing -Repairs	93	16	94%		100%	14	100%	1	100%	16	100%	4	100%	139
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	14	1	0%			1	0%			1	0%			17
Legal & Governance	3	1	100%											4
Leisure Centres and Sport	4	2	50%							1	100%			7
Library Services	22		100%											22
Parks and Open Spaces	34	6	100%	3	100%	4	100%	1	100%	1	100%			45
Planning & Building Control	27	6	100%			6	100%			3	100%	1	0%	42
Public Health	1													1
Public Protection	26	3	100%	1	100%	4	100%			2	100%			35
Regeneration	2			2	100%									2
Registrar Services	11													11
Roads and Pavements	80	11	100%	2	100%	11	100%	4	100%	5	100%	3	100%	107
Social Care Adults	1													1
Social Care Children's	2	2	50%			3	67%			1	0%			8
Street Cleansing	77	5	100%	2	100%	9	100%	3	100%	4	100%	2	100%	95
Traffic and Parking Control	156	25	100%	2	100%	20	100%	4	50%	16	100%	4	100%	217
Transactional Services	1													1
Waste and Recycling	130	9	100%	1	100%	18	100%	3	100%	14	100%	1	100%	171
Stage 1 Logged (Total)	1076	147				138				98				1459
Completed in 15 days (%)	99%		95%				97%				97%			
Stage 2 logged (Total)	129			25				25				27		206
Completed in 20 days (%)	96%				96%				92%				89%	

* 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 (October - December 2016)

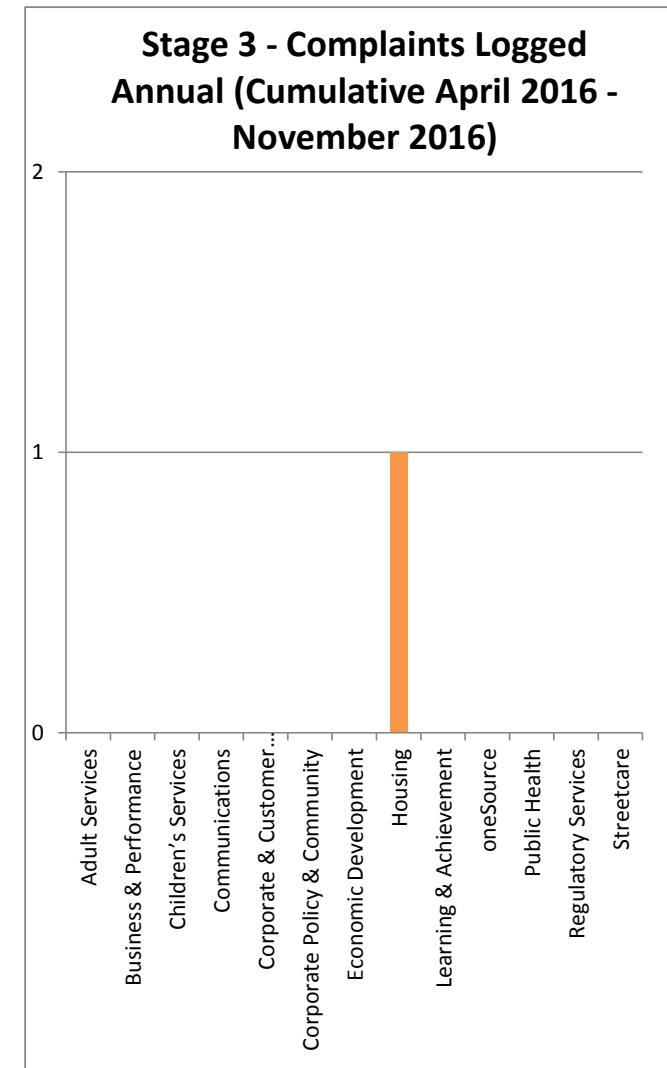


Complaint Reason (October - December 2016)

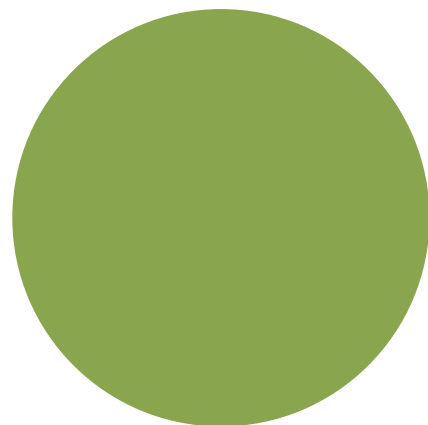


Detailed Summary of Stage 3 Complaints

	Cumulative (April-June)	Oct-16	Nov-16	Dec-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	1	0	1	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	0	0	1	0	1	



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	5	0.30%			1				1	1	2			
Benefits (A-K)	13	0.78%	2			1	1	1	2	4	2			
Benefits (L-Z)	22	1.32%	3	3	3	2	2	1	2	6				
Bereavement Services	1	0.06%								1				
Business Rates	3	0.18%	2			1								
Businesses	1	0.06%	1											
Cemeteries	0	0.00%												
Communications	20	1.20%		4	1	4	3	3	4	1				
Community Involvement	0	0.00%												
Community Safety	9	0.54%				2	2	3	2					
Council Tax	98	5.89%	11	9	6	7	12	12	19	12	10			
Crematorium	5	0.30%	1	1	2		1							
Customer Services	70	4.21%	14	16	12	4	1	11	5	3	4			
Development & Trans Planning	1	0.06%		1										
Enforcement	1	0.06%			1									
Equality & Diversity												1		
Housing - Anti Social Behaviour	10	0.60%	1	1		2		2	3		1			
Housing - Other	344	20.67%	29	32	61	48	41	44	34	29	26			
Housing -Repairs	161	9.68%	19	17	5	24	19	26	16	15	20			
Human Resources	0	0.00%												
ICT / Web team	0	0.00%												
Learning & Achievement	17	1.02%	1	4	1	2	3	3	1	1	1			
Legal & Governance	4	0.24%		2			1		1					
Leisure Centres & Sport	7	0.42%	1		1	2			2		1			
Library Services	24	1.44%	4	7	4	4	4	1						
Parks and Open Spaces	52	3.13%	4	5	7	4	9	8	9	5	1			
Planning & Building Control	49	2.94%	5	8	3	6	3	8	6	6	4			
Public Health	1	0.06%					1							
Public Protection	37	2.22%	1	12	4		5	5	4	4	2			
Regeneration	4	0.24%	1				1		2					
Registrar Services	11	0.66%	2	2	3	1	2	1						
Roads and Pavements	138	8.29%	11	10	22	13	21	25	13	15	8			
Social Care Adults	1	0.06%		1										
Social Care Children's	9	0.54%	1		1			1	2	3	1			
Street Cleansing	117	7.03%	7	8	26	11	25	15	7	12	6			
Traffic & Parking Control	240	14.42%	26	30	36	22	26	29	27	24	20			
Transactional Services	1	0.06%		1										
Waste and Recycling	188	11.30%	12	24	47	21	21	17	10	21	15			
Total Complaints logged	1664		159	198	247	181	204	216	172	163	125	0	0	0
Overall % of complaints 1&2 completed within time			98%			98%			97%					