

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.

The Corporate Complaints Policy and Procedure sets out timescales in which we have to respond to a complaint; 15 working days for Stage 1 and 20 working days for Stage 2.

Stage 3 (Adjudication and Review) also has a target. This is 31 calendar days.
The target to achieve for both Stage 1 and Stage 2 responses and is 95% to time.

The following performance figures relate to complaints under the 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 compared with those closed within time.
- The method of contact by our customers
- 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 2016/17 (in short) is therefore:

Stage 1 received	1951
Stage 1 percentage to time overall	97% (1900)
Percentage escalated to Stage 2	16%

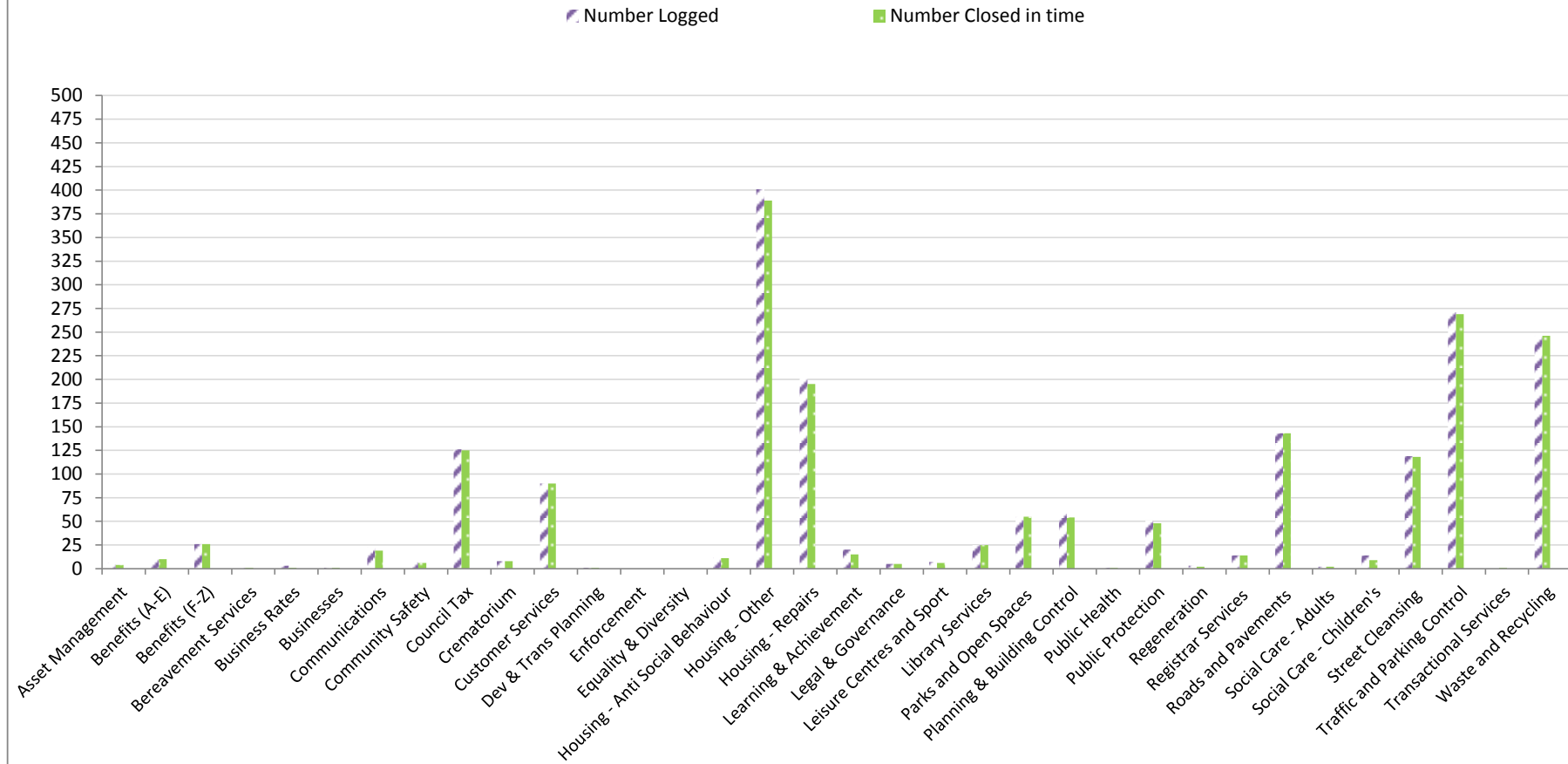
Stage 2 received	312
Stage 2 percentage to time overall	94% (293)
Percentage escalated to Stage 3	0.3%

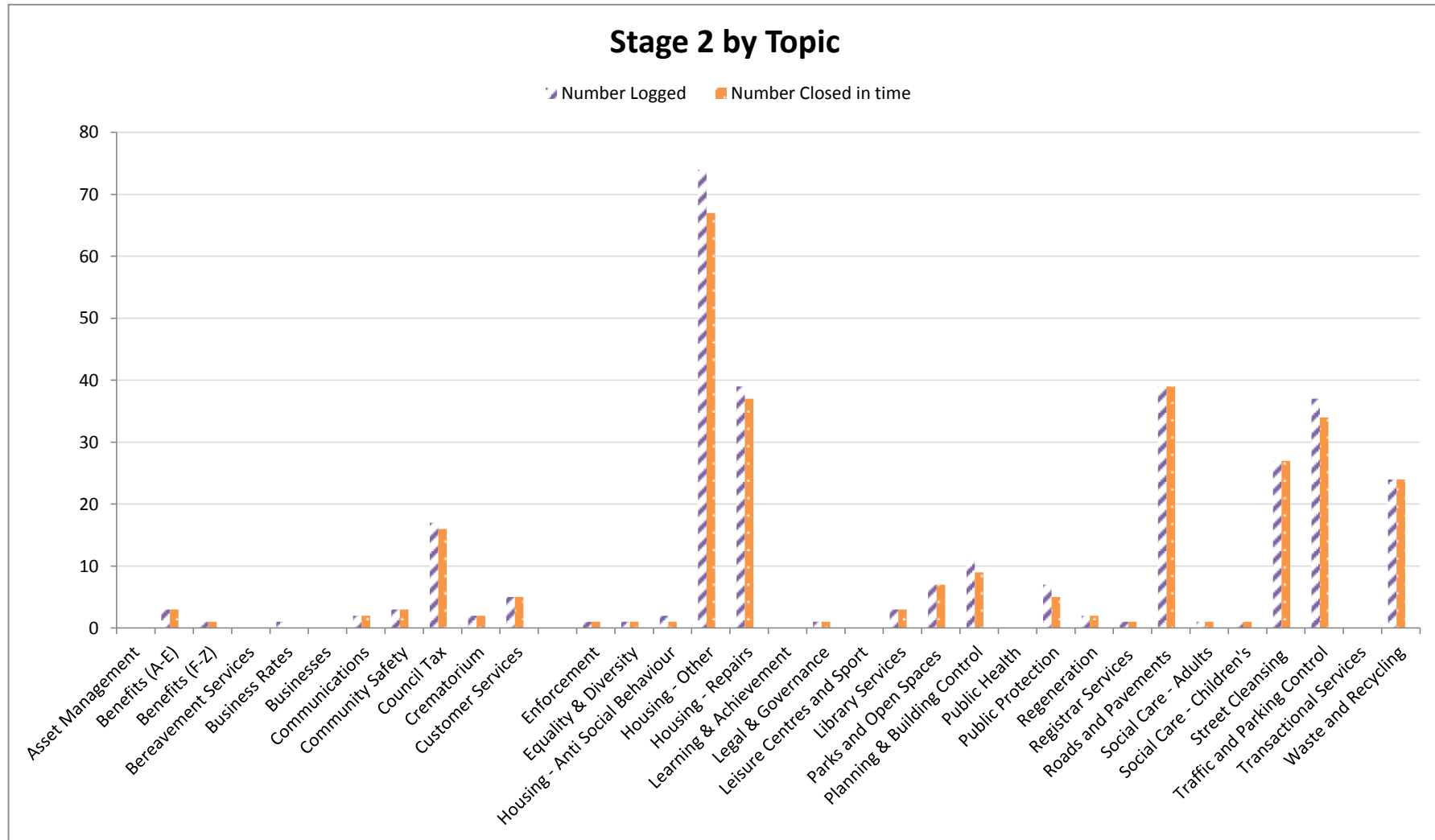
Stage 3 received	1
Stage 3 percentage to time overall	100%
Stage 1 & Stage 2 cumulative % to time	97%

Corporate Complaints Year End Report 2016/17

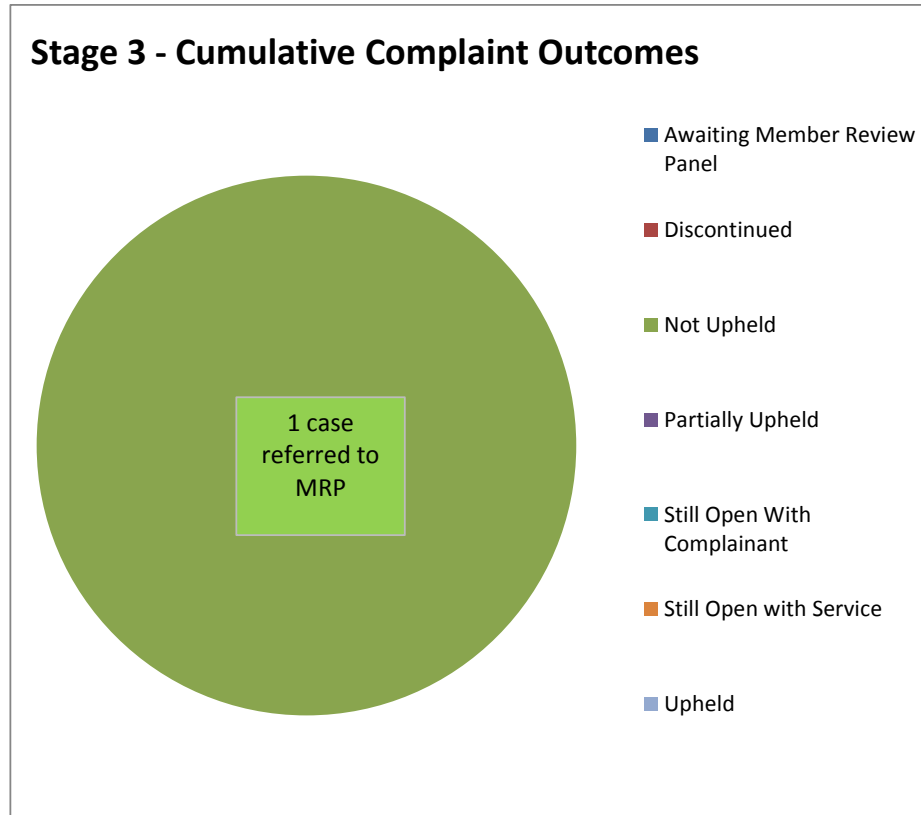
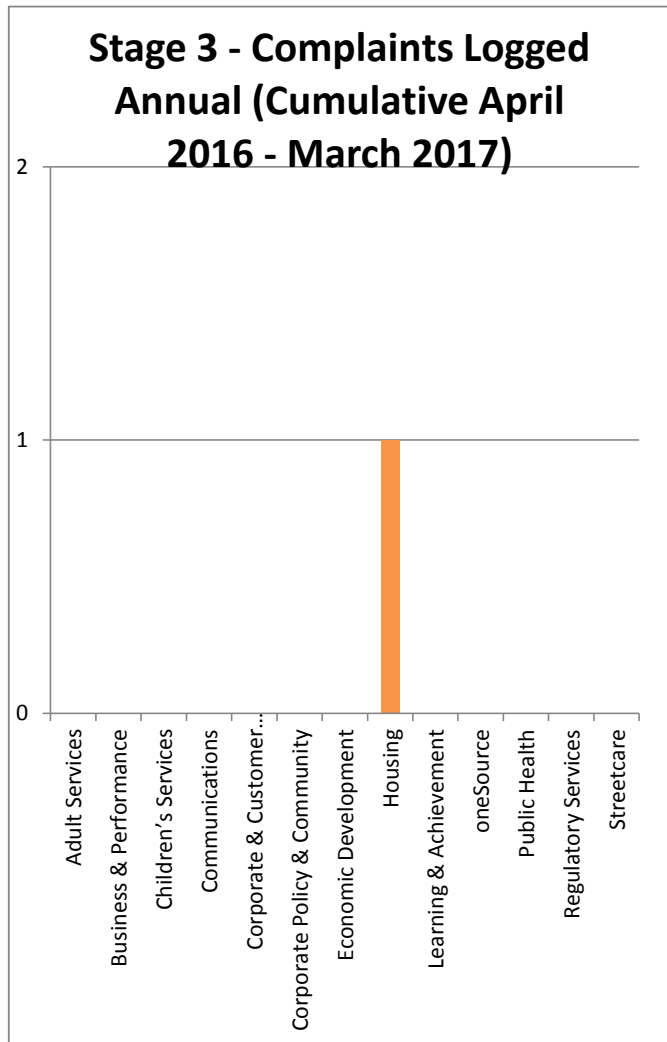
	Stage 1			Stage 2		
	Number Logged	Closed in 15 days	Closed in 15 days	Number Logged	Closed in 20 days	Closed in 20 days (%)
Asset Management	6	4	67%			
Benefits (A-E)	10	10	100%	3	3	100%
Benefits (F-Z)	26	26	100%	1	1	100%
Bereavement Services	1	1	100%			
Business Rates	3	1	33%	1	0	0%
Businesses	1	1	100%			
Communications (Inc Living Magazine)	23	19	83%	2	2	100%
Community Safety	7	6	86%	3	3	100%
Council Tax	126	125	99%	17	16	94%
Crematorium	8	8	100%	2	2	100%
Customer Services	90	90	100%	5	5	100%
Dev & Transport Planning	1	1	100%			
Enforcement				1	1	100%
Equality & Diversity				1	1	100%
Housing - Anti Social Behaviour	12	11	92%	2	1	50%
Housing - Other	401	389	97%	74	67	91%
Housing - Repairs	201	195	97%	39	37	95%
Learning & Achievement	20	15	75%			
Legal & Governance	5	5	100%	1	1	100%
Leisure Centres and Sport	7	6	86%			
Library Services (Inc Having Museum)	25	25	100%	3	3	100%
Parks and Open Spaces (Inc allotments)	55	55	100%	7	7	100%
Planning & Building Control	58	54	93%	11	9	82%
Public Health	1	1	100%			
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	51	48	94%	7	5	71%
Regeneration	3	2	67%	2	2	100%
Registrar Services (Inc Birth, Death and Marriages)	14	14	100%	1	1	100%
Roads and Pavements (Inc Street Lighting)	143	143	100%	39	39	100%
Social Care Adults	2	2	100%	1	1	100%
Social Care Children's	14	9	64%	1	1	100%
Street Cleansing (Inc Trees)	119	118	99%	27	27	100%
Traffic and Parking Control	271	269	99%	37	34	92%
Transactional Services	1	1	100%			
Waste and Recycling	246	246	100%	24	24	100%
Total	1951	1900	97%	312	293	94%

Stage 1 by Topic





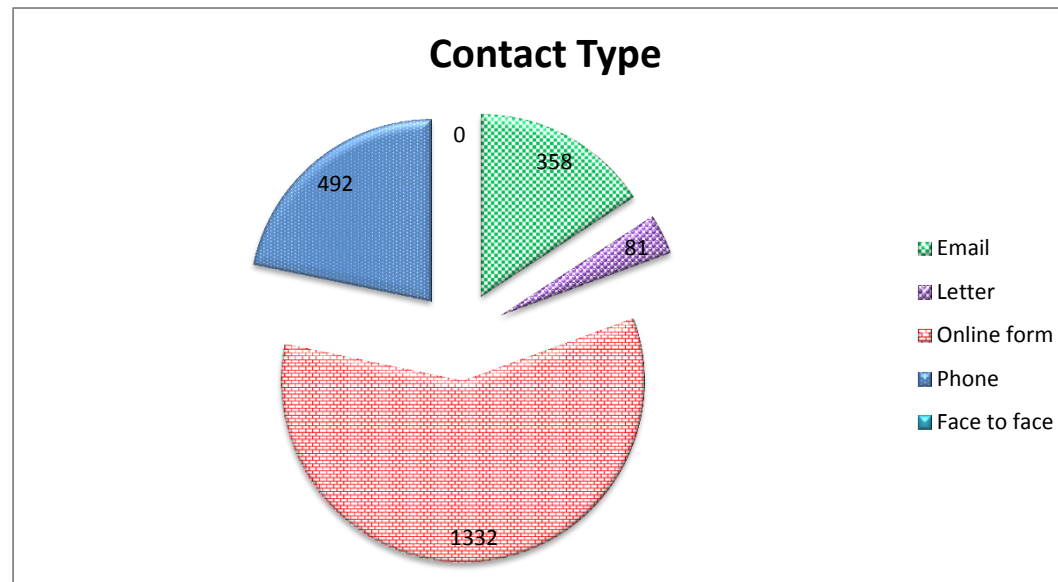
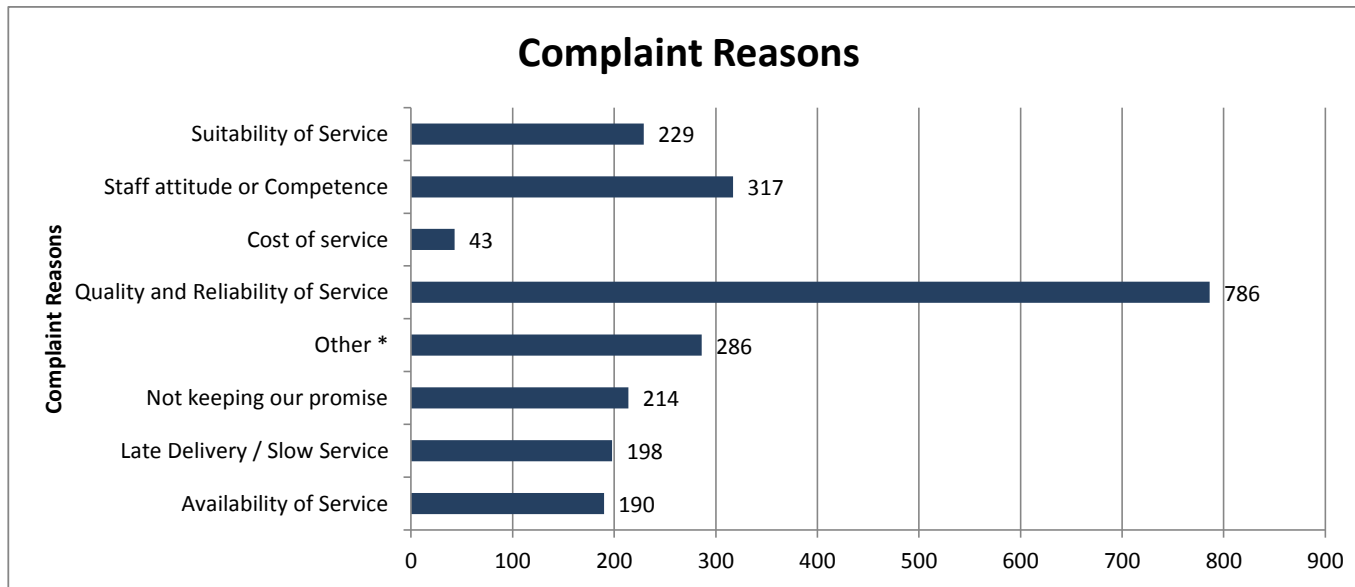
Summary of Stage 3 Complaints



Cumulative complaint figures April 2016 - March 2017

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
Asset Management	6	0.27%			1				1	1	2		1	
Benefits (A-K)	13	0.57%	2			1	1	1	2	4	2			
Benefits (L-Z)	27	1.19%	3	3	3	2	2	1	2	6		4	1	
Bereavement Services	1	0.04%								1				
Business Rates	4	0.18%	2			1								1
Businesses	1	0.04%	1											
Communications	25	1.10%		4	1	4	3	3	4	1		2	1	2
Community Safety	10	0.44%				2	2	3	2			1		
Council Tax	143	6.32%	11	9	6	7	12	12	19	12	10	17	12	16
Crematorium	10	0.44%	1	1	2		1					1	2	2
Customer Services	95	4.20%	14	16	12	4	1	11	5	3	4	11	7	7
Development & Trans Planning	1	0.04%		1										
Enforcement	1	0.04%			1									
Equality & Diversity	1	0.04%									1			
Housing - Anti Social Behaviour	14	0.62%	1	1		2		2	3		1	2		2
Housing - Other	475	20.99%	29	32	61	48	41	44	34	29	26	49	37	45
Housing -Repairs	240	10.61%	19	17	5	24	19	26	16	15	20	34	18	27
Learning & Achievement	20	0.88%	1	4	1	2	3	3	1	1	1		2	1
Legal & Governance	6	0.27%		2			1		1			2		
Leisure Centres & Sport	7	0.31%	1		1	2			2		1			
Library Services	28	1.24%	4	7	4	4	4	1				2		2
Parks and Open Spaces	62	2.74%	4	5	7	4	9	8	9	5	1	1	3	6
Planning & Building Control	69	3.05%	5	8	3	6	3	8	6	6	4	6	5	9
Public Health	1	0.04%					1							
Public Protection	58	2.56%	1	12	4		5	5	4	4	2	9	6	6
Regeneration	5	0.22%	1				1		2				1	
Registrar Services	15	0.66%	2	2	3	1	2	1				1	3	
Roads and Pavements	182	8.04%	11	10	22	13	21	25	13	15	8	20	8	16
Social Care Adults	3	0.13%		1								1	1	
Social Care Children's	15	0.66%	1		1			1	2	3	1			6
Street Cleansing	146	6.45%	7	8	26	11	25	15	7	12	6	4	14	11
Traffic & Parking Control	308	13.61%	26	30	36	22	26	29	27	24	20	25	12	31
Transactional Services	1	0.04%		1										
Waste and Recycling	270	11.93%	12	24	47	21	21	17	10	21	15	38	22	22
Total Complaints logged	2263		159	198	247	181	204	216	172	163	125	230	156	212
Overall % of complaints 1&2 completed within time			98%			98%			95%			95%		



Outcome of Complaints

