

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 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
 Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2016 until March 2017

Performance for March to June 2017 (Quarter1) in short is therefore:

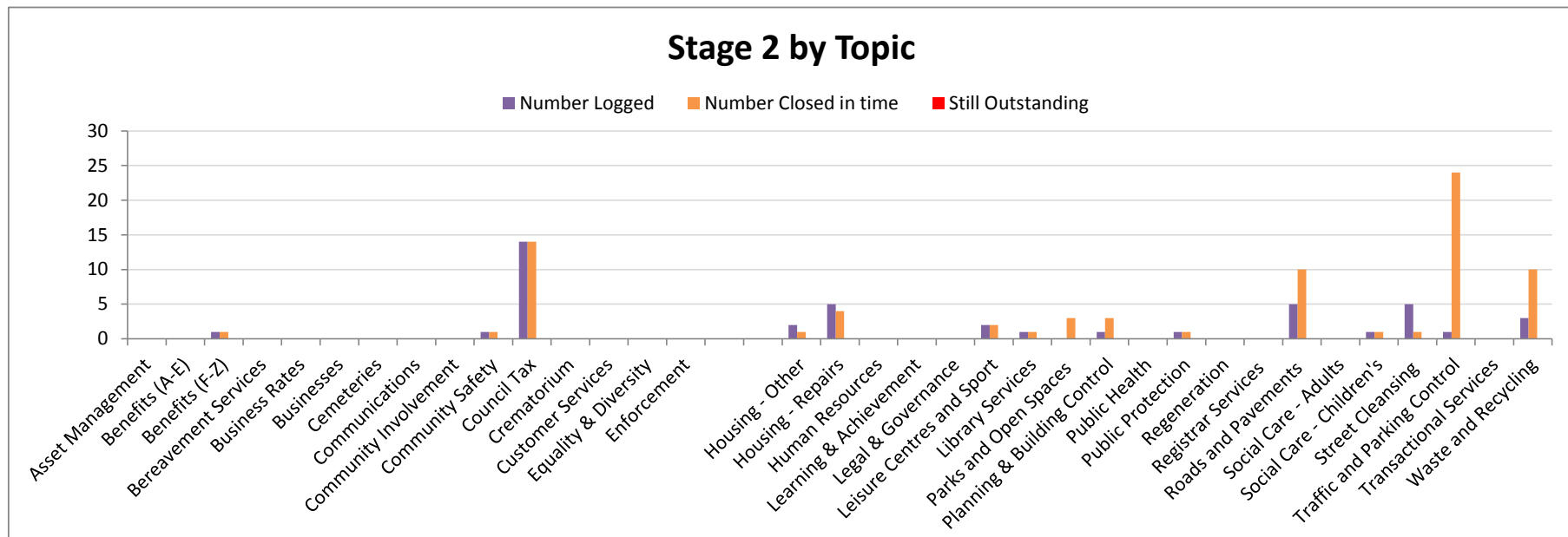
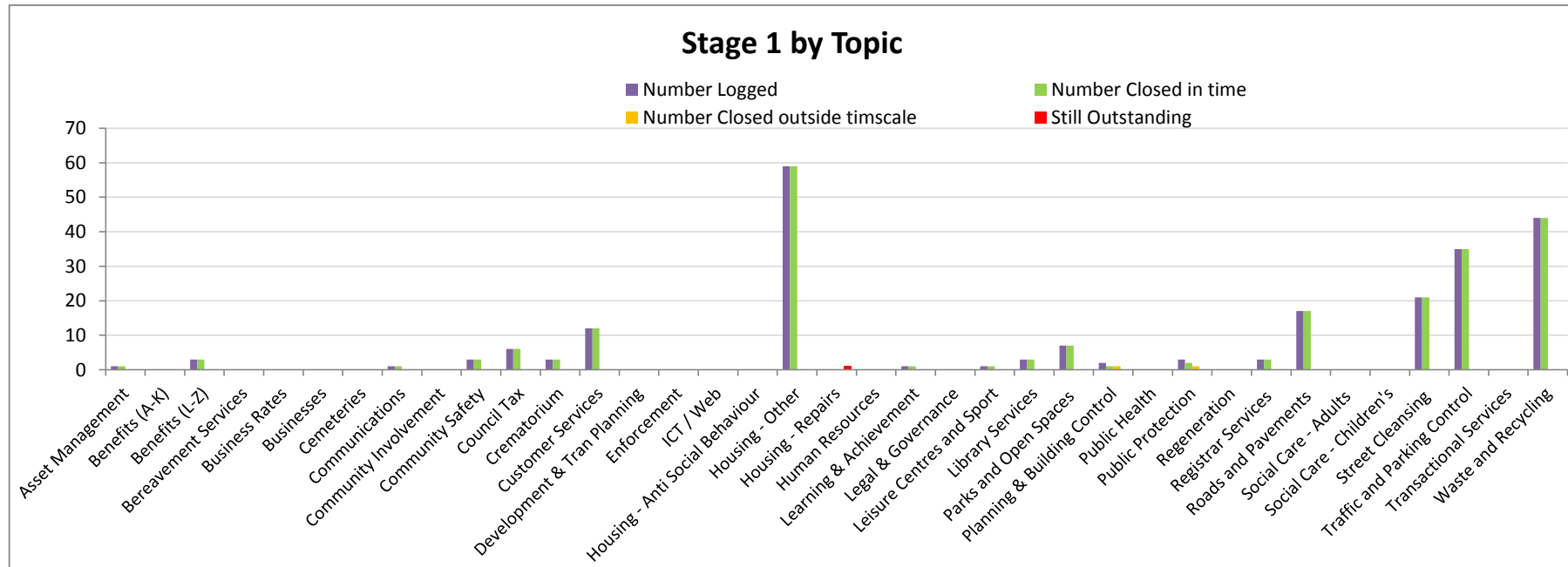
Stage 1 percentage to time overall	92% (439/479)
Stage 2 percentage to time	94% (91/97)
Stage 3 percentage to time	0% (1 case closed in 33 days)
Stage 1 & 2 cumulative score	92%

Senior Leadership Complaints team
 4th August 2017

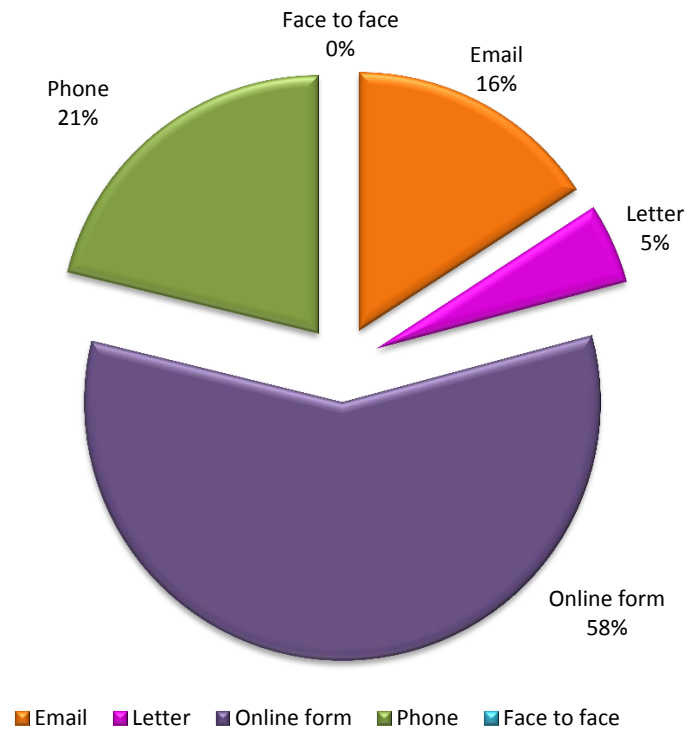
Corporate Complaints Quarter 1 Report April to June 2017

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	2	2	100%								
Benefits (A-K)	2	2	100%								
Benefits (L-Z)	2	1	50%	1		1	1	100%			
Bereavement Services											
Business Rates											
Businesses											
Cemeteries											
Communications (Inc Living Magazine)	2	2	100%								
Community Involvement (Inc Volunteers)											
Community Safety	3	3	100%			1	1	100%			
Council Tax	29	29	100%			14	13	93%	1		
Crematorium	3	3	100%								
Customer Services	14	12	86%	2							
Development & Trans Planning											
Enforcement											
Housing - Anti Social Behaviour	8	8	100%								
Housing - Other	85	77	91%	8		13	13	100%			
Housing - Repairs	61	34	56%	26	1	14	13	93%	1		
ICT / Web team											
Learning & Achievement											
Legal & Governance	3	2	67%	1							
Leisure Centres and Sport	2	2	100%			2	2	100%			
Library Services (Inc Having Museum)	4	4	100%								
Parks and Open Spaces (Inc allotments)	9	9	100%			3	3	100%			
Planning & Building Control	18	18	100%			3	2	67%	1		
Public Health											
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	17	17	100%			1	1	100%			
Regeneration											
Registrar Services (Inc Birth, Death and Marriages)	3	3	100%								
Roads and Pavements (Inc Street Lighting)	42	42	100%			10	10	100%			
Social Care Adults											
Social Care Children's	5	4	80%	1							
Street Cleansing (Inc Trees)	27	27	100%			1	1	100%			
Traffic and Parking Control	83	83	100%			24	22	92%	2		
Transactional Services											
Waste and Recycling	55	55	100%			10	9	90%	1		
Total	479	439	92%	39	1	97	91	94%	6	0	



Contact Type (April to June 2017)

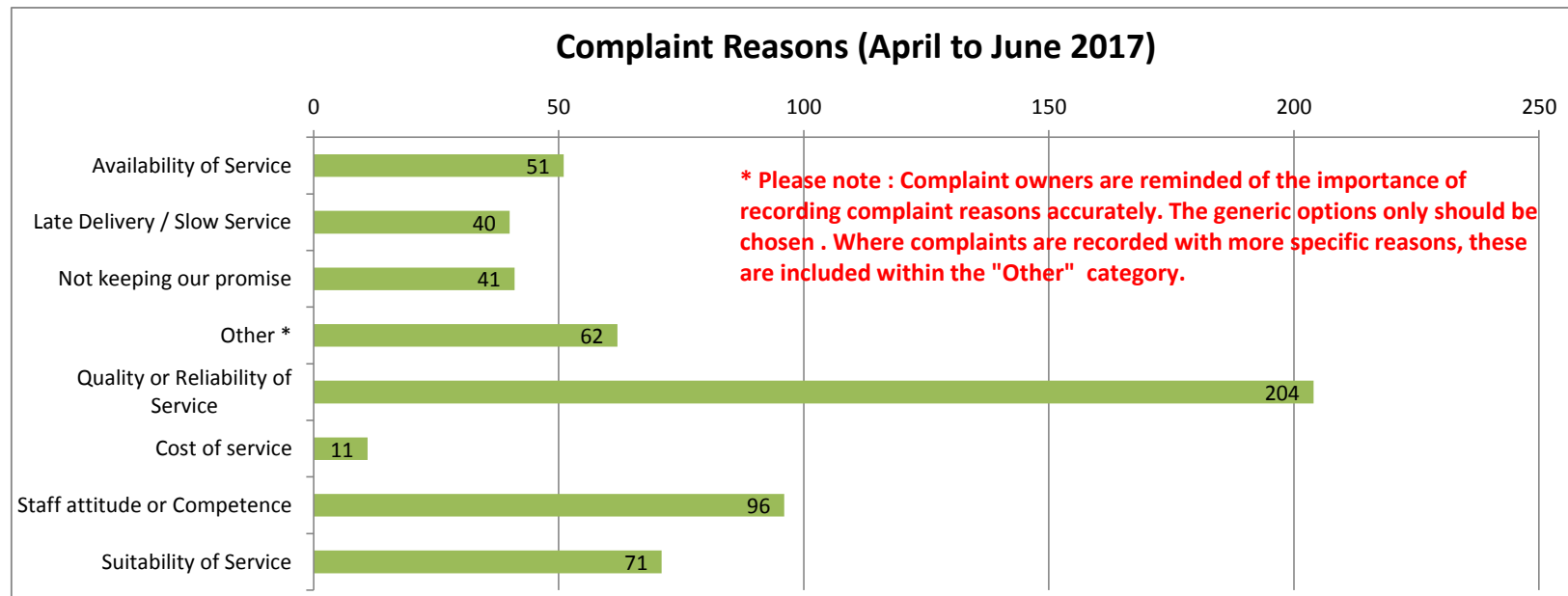
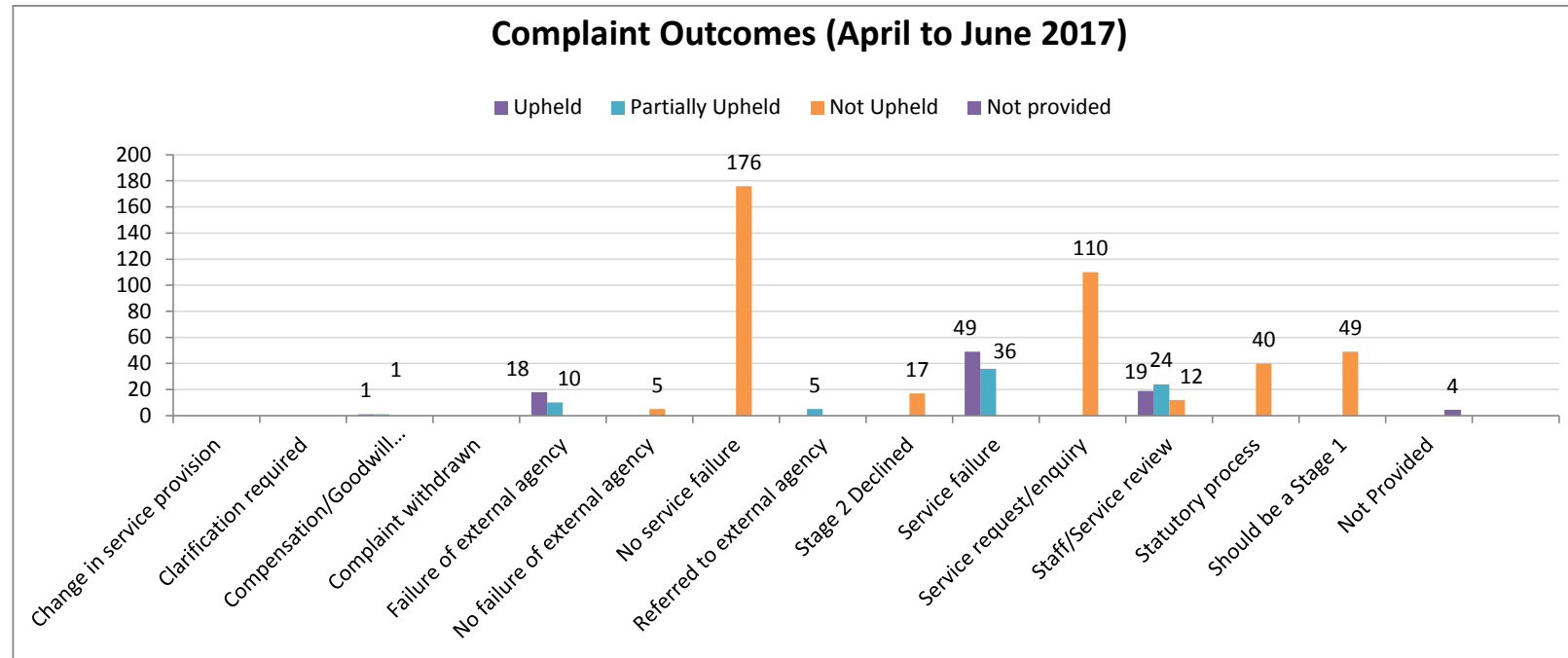


Corporate Complaints Quarter 1 Report April to June 2017

Appendix 1

	Carry Over	April				May				June				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	100%			1	100%			2
Benefits (A-K)						1	100%			1	100%			2
Benefits (L-Z)						1	100%	1	100%	1	0%			2
Bereavement Services														0
Business Rates														0
Businesses														0
Cemeteries														0
Communications						1	100%			1	100%			2
Community Involvement														0
Community Safety						1	100%			2	100%	1	100%	3
Council Tax		11	100%	5	100%	12	100%	6	100%	6	100%	3	67%	29
Crematorium						1	100%			2	100%			3
Customer Services		5	60%			5	100%			4	100%			14
Development & Trans Planning							100%							0
Enforcement														0
Housing - Anti social behaviour		4	100%			2	100%			2	100%			8
Housing - Other		26	88%	5	100%	28	96%	4	100%	31	87%	4	100%	85
Housing -Repairs		11	64%	1	100%	23	39%	7	86%	27	67%	6	100%	61
Human Resources														0
ICT / Web team														0
Learning & Achievement														0
Legal & Governance		1	0%							2	100%			3
Leisure Centres and Sport						2	100%	2	100%		100%			2
Library Services		1	100%			2	100%			1	100%			4
Parks and Open Spaces		5	100%	2	100%	3	100%	1	100%	1	100%			9
Planning & Building Control		6	80%	2	100%	3	100%			9	100%	1	100%	18
Public Health														0
Public Protection		4	100%			7	100%	1	100%	6	100%		100%	17
Regeneration														0
Registrar Services						3	100%							3
Roads and Pavements		11	100%	2	100%	14	100%	6	100%	17	100%	2	100%	42
Social Care Adults														0
Social Care Children's		1	100%			2	50%			2	100%			5
Street Cleansing		7	100%	1	100%	11	100%			9	100%			27
Traffic and Parking Control		26	100%	6	100%	28	100%			29	100%	7	86%	83
Transactional Services							100%	11	91%					0
Waste and Recycling		20	100%	3	100%	24	100%	4	75%	11	100%	3	100%	55
Stage 1 Logged (Total)		139				175				165				479
Completed in 15 days (%)			93%				91%				92%			
Stage 2 logged (Total)				27				43				27		97
Completed in 20 days (%)					96%				93%				93%	

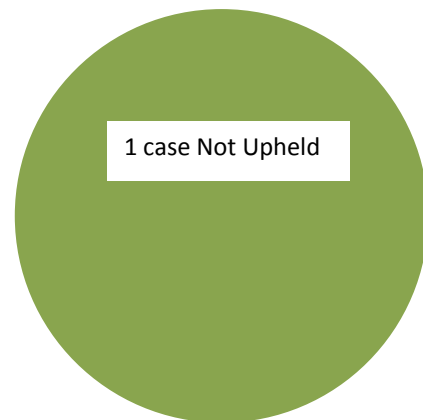
* Annual cumulative count does not include Stage 2 as these complaints will have been counted as Stage 1 at some point during the year.



Detailed Summary of Stage 3 Complaints - None recorded for April to June 2017

	Cumulative (April-June)	Apr-17	May-17	Jun-17	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	1	0	1	
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

Stage 3 - Complaints Logged Annual (Cumulative April 2017 - March 2018)

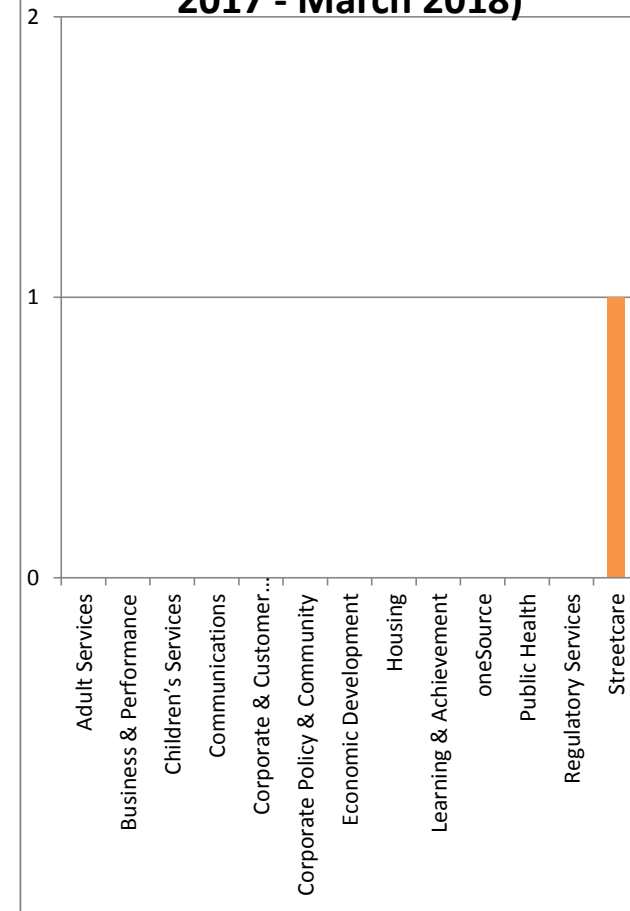


Table below shows all corporate complaint stage 1 &2 figures logged between April '17 and March '18

[illegible]

Complaint Reasons

	Availability of Service	Late Delivery/Slow Service	Not keeping our promises	Quality or reliability of service	Cost of Service	Staff attitude or competence	Suitability of Service	Other	Total
Asset Management				1		1			2
Benefits (A-K)				1				1	2
Benefits (L-Z)						2		1	3
Business Rates									0
Cemeteries									0
Communications (Inc Living Magazine)				1		1			2
Council Tax	3	5	3	15	2	7	6	1	42
Crematorium						2		1	3
Customer Services	1			7		2	3	1	14
Community Safety	2		1				1		4
Housing - Anti Social			1	1		3	2	1	8
Housing - Other	5	6	12	29		20	8	18	98
Housing - Repairs	2	3	5	31		7	7	20	75
Learning & Achievement									0
Legal & Governance				2		1			3
Leisure Centres and Sport				3				1	4
Library Services (Inc Having Museum)				1		2		1	4
Parks and Open Spaces (Inc allotments)	1	3		5		1	1	1	12
Planning & Building Control	1		3	6		5	6		21
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	2	1	1	7		2	3	2	18
Registrar Services (Inc Birth, Death and Marriages)		1			1	1			3
Roads and Pavements (Inc Street Lighting)	13	7	4	17		1	9	1	52
Social Care Adults									0
Social Care Children's		2		2		1			5
Street Cleansing (Inc Trees)	2	2	1	14	1	3	1	4	28
Traffic and Parking Control	11	7	7	33	3	23	19	5	108
Waste and Recycling	8	3	3	28	4	11	5	3	65
Total:	51	40	41	204	11	96	71	62	576

This tables shows the breakdown of complaint reasons for each Service Area for Stages