

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 July to September 2017 (Quarter1) in short is therefore:

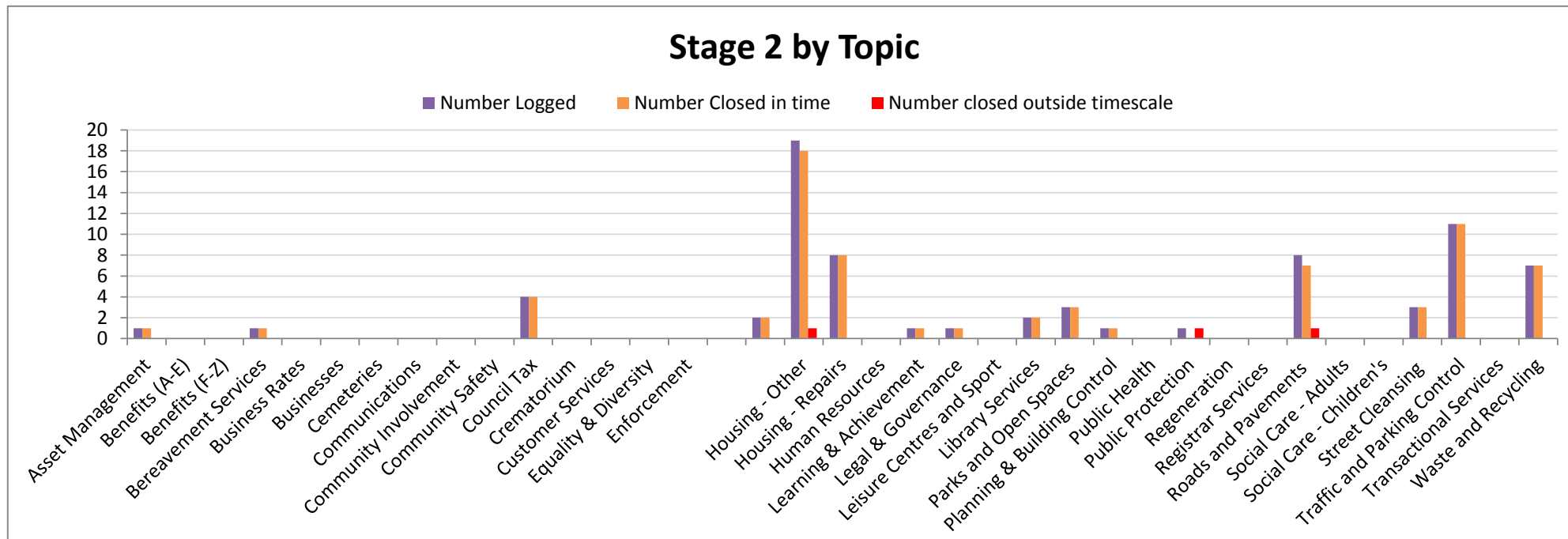
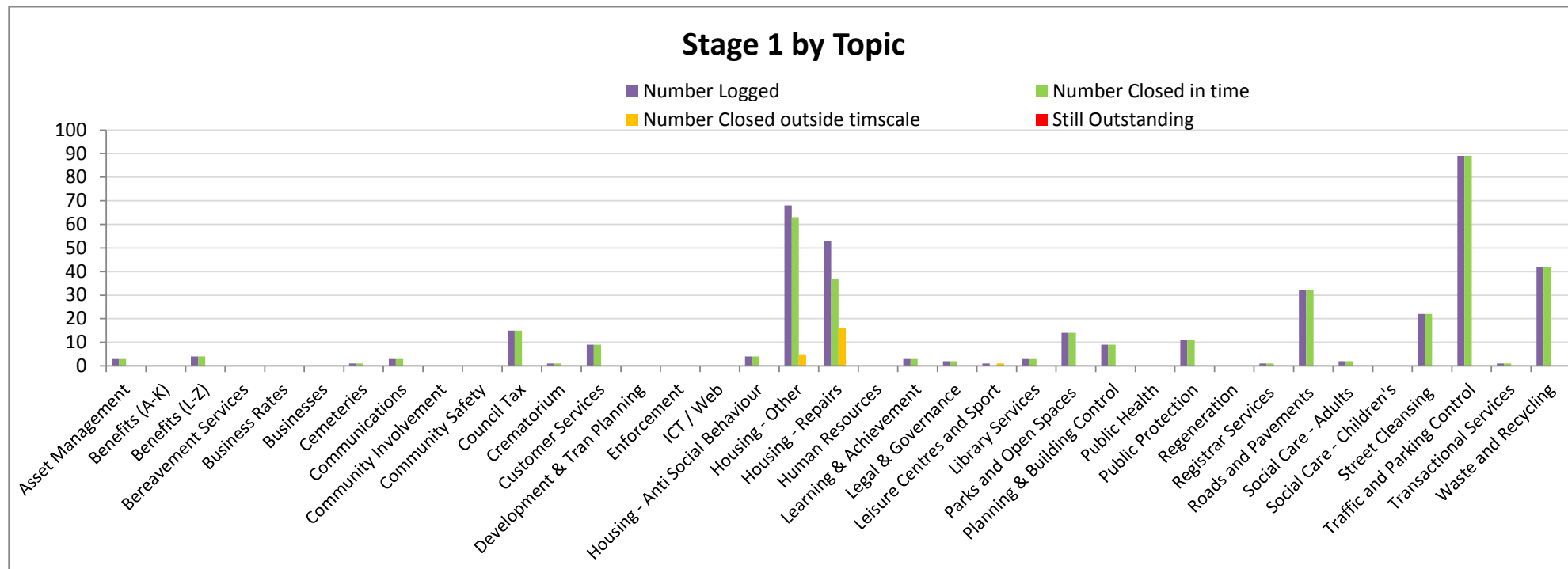
Stage 1 percentage to time overall	94% (370/393)
Stage 2 percentage to time	96% (70/73)
Stage 3 percentage to time	100% (1 case)
Stage 1 & 2 cumulative score	94%

Senior Leadership Complaints team
13th November 2017

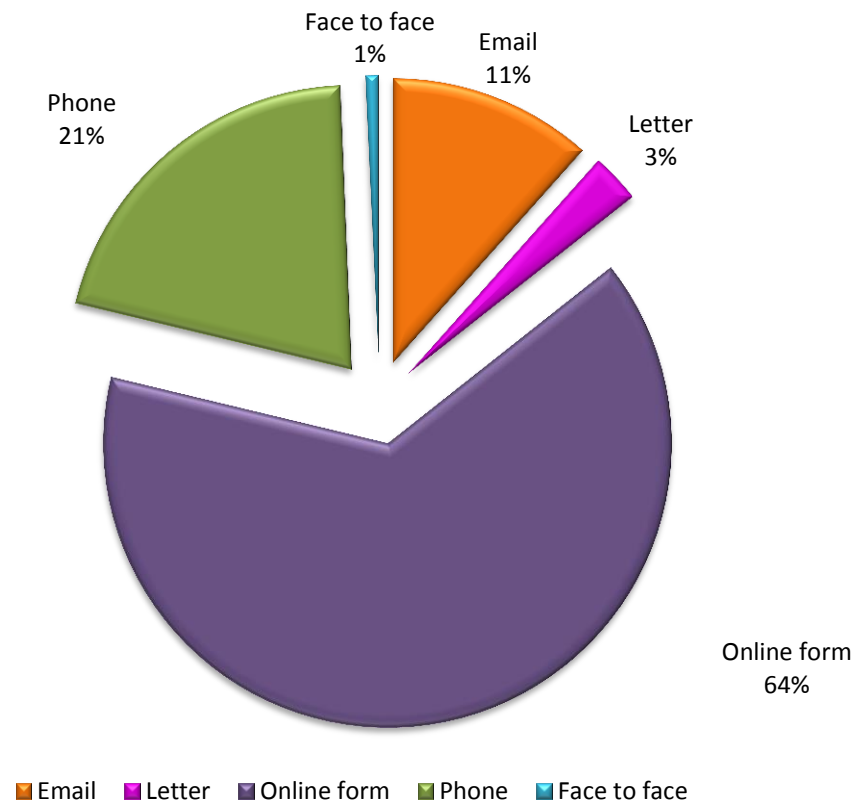
Corporate Complaints Quarter 1 Report July to September 2017

Appendix 1

	Stage 1					Stage 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	3	3	100%			1	1	100%		
Benefits (A-K)										
Benefits (L-Z)	4	4	100%							
Bereavement Services						1	1	100%		
Business Rates										
Businesses										
Cemeteries	1	1	100%							
Communications (Inc Living Magazine)	3	3	100%							
Community Involvement (Inc Volunteers)										
Community Safety										
Council Tax	15	15	100%			4	4	100%		
Crematorium	1	1	100%							
Customer Services	9	9	100%							
Development & Trans Planning										
Enforcement										
Housing - Anti Social Behaviour	4	4	100%			2	2	100%		
Housing - Other	68	63	93%	5		19	18	95%	1	
Housing - Repairs	53	37	70%	16		8	8	100%		
ICT / Web team										
Learning & Achievement	3	3	100%			1	1	100%		
Legal & Governance	2	2	100%			1	1	100%		
Leisure Centres and Sport	1	0	0%	1						
Library Services (Inc Having Museum)	3	3	100%			2	2	100%		
Parks and Open Spaces (Inc allotments)	14	14	100%			3	3	100%		
Planning & Building Control	9	9	100%			1	1	100%		
Public Health										
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	11	11	100%			1	0	100%	1	
Regeneration										
Registrar Services (Inc Birth, Death and Marriages)	1	1	100%							
Roads and Pavements (Inc Street Lighting)	32	32	100%			8	7	88%	1	
Social Care Adults	2	2	100%							
Social Care Children's										
Street Cleansing (Inc Trees)	22	22	100%			3	3	100%		
Traffic and Parking Control	89	88	99%	1		11	11	100%		
Transactional Services	1	1	100%							
Waste and Recycling	42	42	100%			7	7	100%		
Total	393	370	94%	23	0	73	70	96%	3	0



Contact Type (July to September 2017)

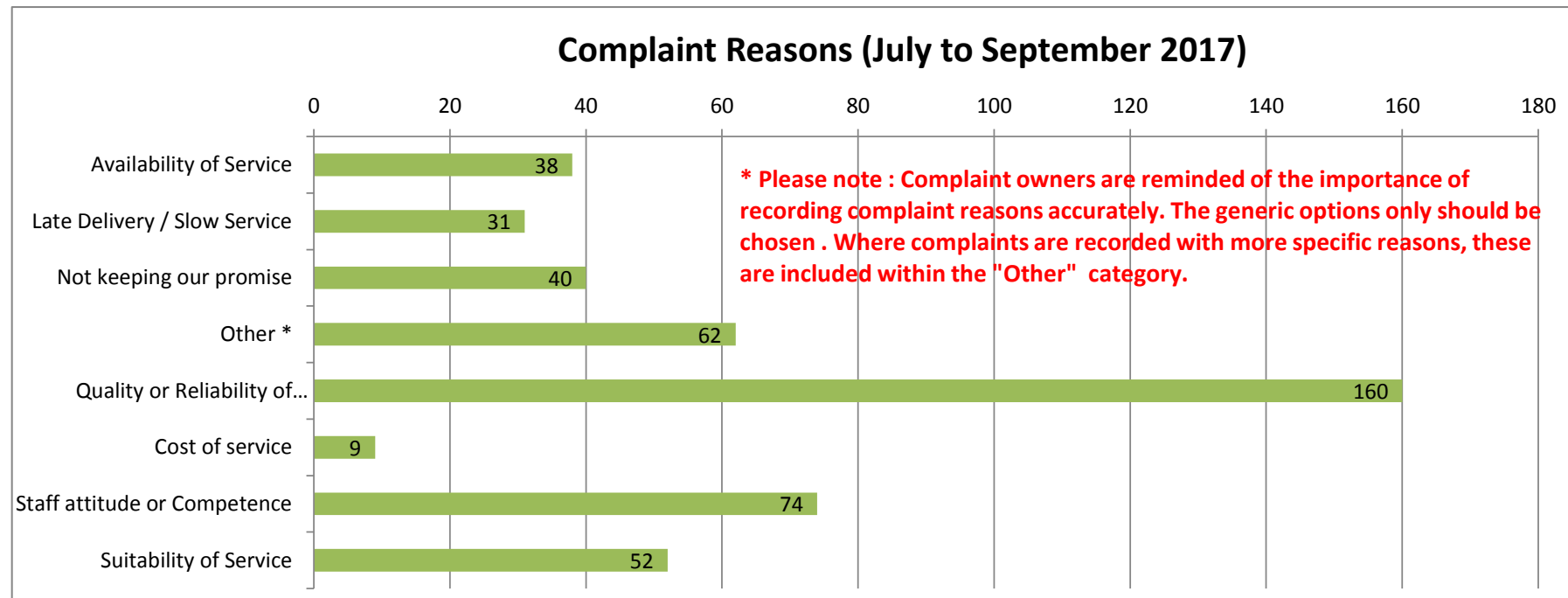
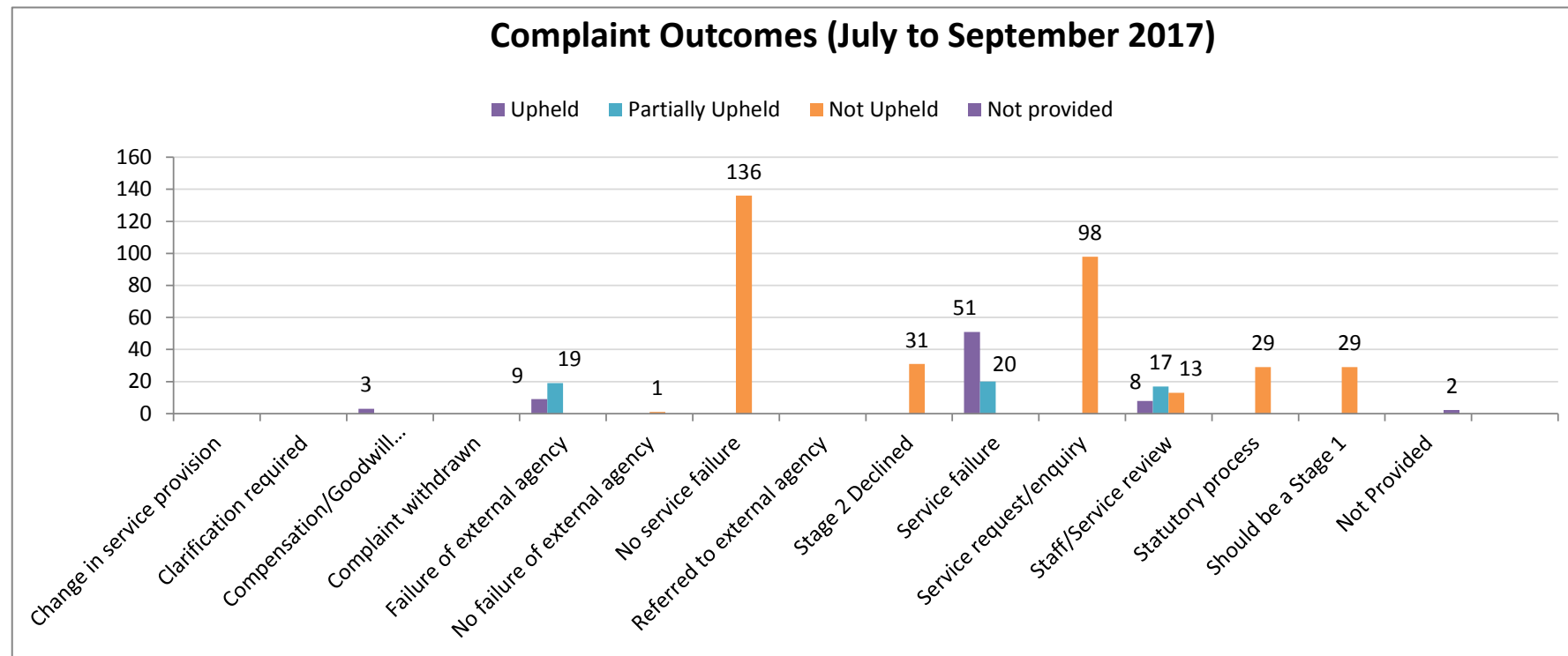


Corporate Complaints Quarter 1 Report July to September 2017

Appendix 1

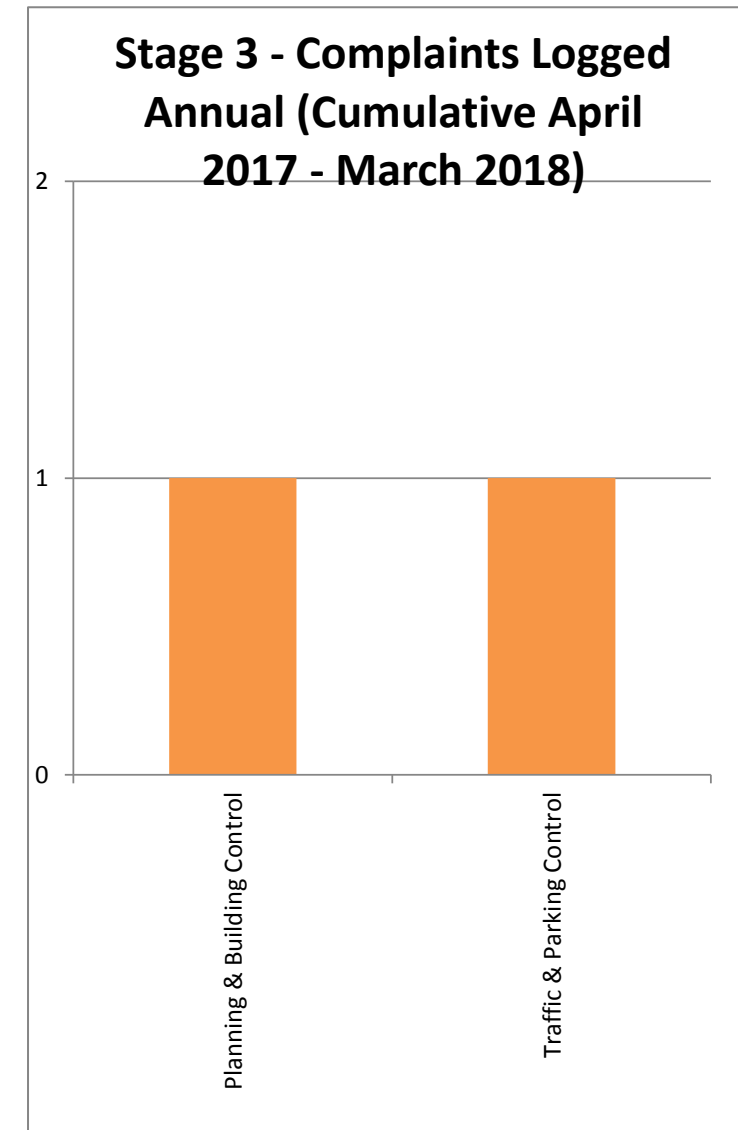
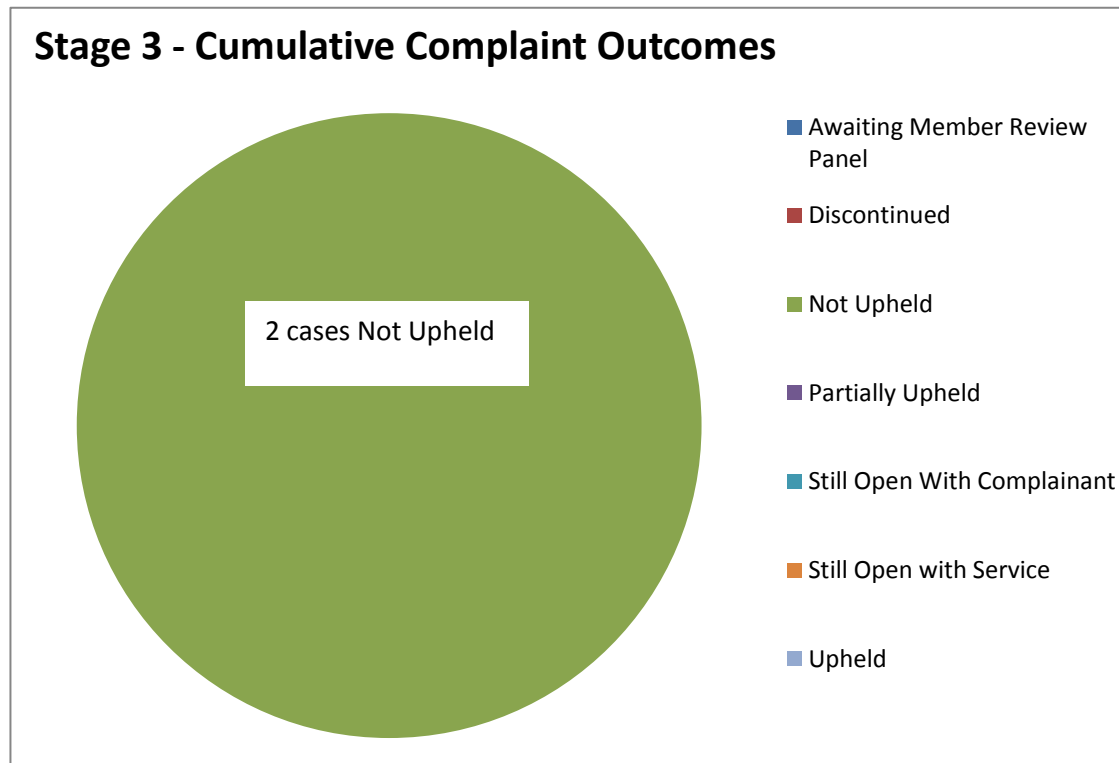
	Carry Over	July				August				September				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumul ative*
Arts	0													0
Asset Management	2	1	100%	1	100%	1	100%			1	100%			5
Benefits (A-K)	2													2
Benefits (L-Z)	2	2	100%			1	100%			1	100%			6
Bereavement Services	0			1	100%									0
Business Rates	0													0
Businesses	0													0
Cemeteries	0					1	100%							1
Communications	2	2	100%			1	100%							5
Community Involvement	0													0
Community Safety	3													3
Council Tax	29	6	100%	1	100%	2	100%	2	100%	7	100%	1	100%	44
Crematorium	3									1	100%			4
Customer Services	14	2	100%			3	100%			4	100%			23
Development & Trans Planning	0													0
Enforcement	0													0
Housing - Anti social behaviour	8	1	100%			2	100%	1	100%	1	100%	1	100%	12
Housing - Other	85	19	79%	4	100%	24	96%	8	100%	25	100%	7	86%	153
Housing -Repairs	61	22	45%	2	100%	19	79%	3	100%	12	100%	3	100%	114
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	0	1	100%	1	100%	1	100%			1	100%			3
Legal & Governance	3	1	100%			1	100%	1	100%					5
Leisure Centres and Sport	2					1	100%							3
Library Services	4			1	100%					3	100%	1	100%	7
Parks and Open Spaces	9	4	100%	1	100%	3	100%	2	100%	7	100%			23
Planning & Building Control	18	6	100%	1	100%	1	100%			2	100%			27
Public Health	0													0
Public Protection	17	4	100%	1	0%	3	100%			4	100%			28
Regeneration	0													0
Registrar Services	3	1	100%											4
Roads and Pavements	42	13	100%	3	100%	9	100%	3	100%	10	100%	2	50%	74
Social Care Adults	0	1	100%			1	100%							2
Social Care Children's	5													5
Street Cleansing	27	11	100%			7	100%	1	100%	4	100%	2	100%	49
Traffic and Parking Control	83	36	97%	7	100%	29	100%	3	100%	24	100%	1	100%	172
Transactional Services	0	1	100%											1
Waste and Recycling	55	17	100%	3	100%	16	100%	2	100%	9	100%	2	100%	97
Stage 1 Logged (Total)	479	151				126				116				872
Completed in 15 days (%)	92%		89%				95%				100%			
Stage 2 logged (Total)	97			27				26				20		170
Completed in 20 days (%)	94%				96%				100%				90%	

* 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 recorded for July to September 2017

	Cumulative April- June	Jul-17	Aug-17	Sep-17	Total	Achieved within 31 Calendar days %
Planning & Buliding Control	0	1	0	0	1	100%
Traffic & Parking Control	1	0	0	0	1	0%
Total Logged	1	1	0	0	2	



Cumulative complaint figures April 17 - March 18

	Cumulative numbers logged April 16- March 17 (Stage 1&2)	% of total	April '17	May '17	June '17	July '17	August '17	September '17	October '17	November '17	December '17	January '18	February '18	March '18
Arts	0	0.00%	0	0	0									
Asset Management	6	0.58%	0	1	1	2	1	1						
Benefits (A-K)	2	0.19%	0	1	1									
Benefits (L-Z)	7	0.67%	0	2	1	2	1	1						
Bereavement Services	1	0.10%	0	0	0	1								
Business Rates	0	0.00%	0	0	0									
Businesses	0	0.00%	0	0	0									
Cemeteries	1	0.10%	0	0	0		1							
Communications	5	0.48%	0	1	1	2	1							
Community Involvement	0	0.00%	0	0	0									
Community Safety	4	0.38%	0	1	3									
Council Tax	62	5.95%	16	18	9	7	4	8						
Crematorium	4	0.38%	0	1	2			1						
Customer Services	23	2.21%	5	5	4	2	3	4						
Development & Trans Planning	0	0.00%	0	0	0									
Enforcement	0	0.00%	0	0	0									
Housing - Anti Social Behaviour	14	1.34%	4	2	2	1	3	2						
Housing - Other	185	17.75%	31	32	35	23	32	32						
Housing -Repairs	136	13.05%	12	30	33	24	22	15						
Human Resources	0	0.00%	0	0	0									
ICT / Web team	0	0.00%	0	0	0									
Learning & Achievement	4	0.38%	0	0	0	2	1	1						
Legal & Governance	6	0.58%	1	0	2	1	2							
Leisure Centres & Sport	5	0.48%	0	4	0		1							
Library Services	9	0.86%	1	2	1	1		4						
Parks and Open Spaces	29	2.78%	7	4	1	5	5	7						
Planning & Building Control	31	2.98%	8	3	10	7	1	2						
Public Health	0	0.00%	0	0	0									
Public Protection	30	2.88%	4	8	6	5	3	4						
Regeneration	0	0.00%	0	0	0									
Registrar Services	4	0.38%	0	3	0	1								
Roads and Pavements	92	8.83%	13	20	19	16	12	12						
Social Care Adults	2	0.19%	0	0	0	1	1							
Social Care Children's	5	0.48%	1	2	2									
Street Cleansing	53	5.09%	8	11	9	11	8	6						
Traffic & Parking Control	207	19.87%	32	39	36	43	32	25						
Transactional Services	1	0.10%	0	0	0	1								
Waste and Recycling	114	10.94%	23	28	14	20	18	11						
Total Complaints logged	1042		166	218	192	178	152	136	0	0	0	0	0	0
Overall % of complaints 1&2 completed within time														

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	0	0	0	3	0	1	0	0	4
Benefits (A-K)	0	0	0	0	0	0	0	0	0
Benefits (L-Z)	2	0	0	1	0	1	0	0	4
Business Rates	0	0	0	0	0	0	0	0	0
Cemeteries	0	0	0	1	0	0	0	0	1
Communications (Inc Living Magazine)	0	0	0	0	0	0	1	2	3
Council Tax	0	1	0	8	1	4	3	1	18
Crematorium	0	0	0	1	0	1	0	0	2
Customer Services	2	0	0	2	0	2	0	3	9
Community Safety	0	0	0	0	0	0	0	0	0
Housing - Anti Social	1	0	3	2	0	0	0	1	7
Housing - Other	4	4	8	22	3	23	4	18	86
Housing - Repairs	3	7	7	27	1	2	4	11	62
Learning & Achievement	0	1	0	1	0	1	0	0	3
Legal & Governance	0	0	0	2	0	1	0	0	3
Leisure Centres and Sport	0	0	0	0	0	0	0	1	1
Library Services (Inc Having Museum)	0	0	0	2	0	2	1	0	5
Parks and Open Spaces (Inc allotments)	1	2	1	5	0	2	4	2	17
Planning & Building Control	0	3	1	3	0	1	2	0	10
Public Health	0	0	0	0	0	0	0	0	0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	4		1	1		3	1	2	12
Registrar Services (Inc Birth, Death and Marriages)	0	0	0	0	0	0	0	1	1
Roads and Pavements (Inc Street Lighting)	4	2	8	11	0	2	10	3	40
Social Care Adults	0	1	0	0	0	1	0	1	3
Social Care Children's	0	0	0	0	0	0	0	0	0
Street Cleansing (Inc Trees)	5	3	1	10	0	1	1	4	25
Traffic and Parking Control	10	5	4	33	1	21	18	8	100
Transactional Services	0	0	0	0	0	0	0	1	1
Waste and Recycling	1	2	5	26	3	5	4	3	49
Total:	37	31	39	161	9	74	53	62	466

This table shows the breakdown of complaint reasons for each Service Area for Stages 1 and 2