

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 October to December 2017 (Quarter 3) in short is therefore:

Stage 1 percentage to time overall	91% (330/362)
Stage 2 percentage to time	89% (68/76)
Stage 3 percentage to time	0% No cases
Stage 1 & 2 cumulative score	91%

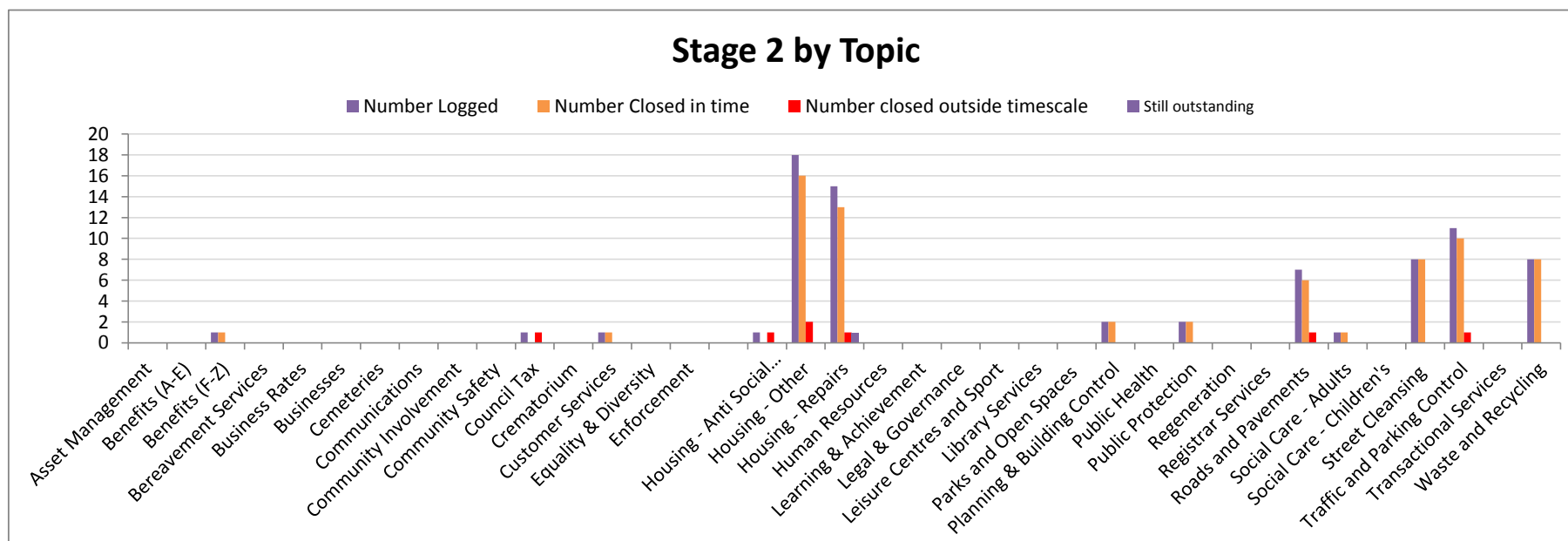
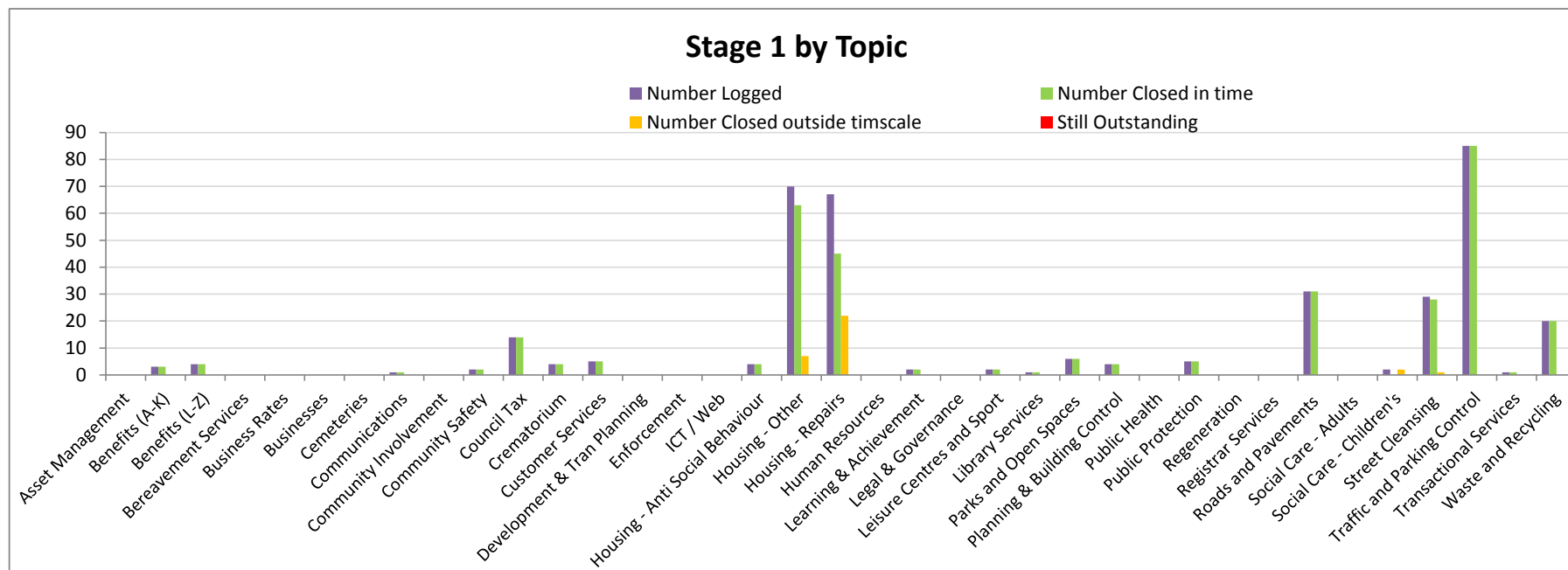
Senior Leadership Complaints team
 12th February 2018



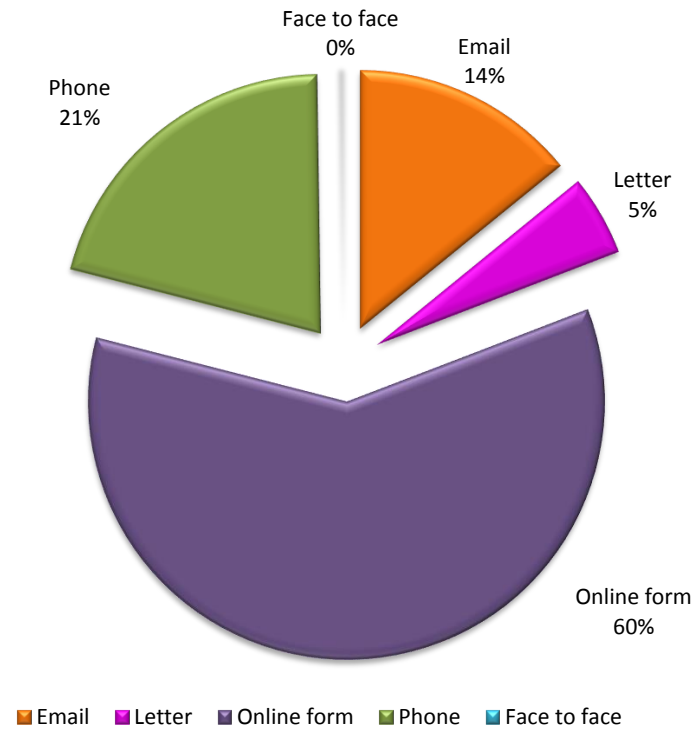
Corporate Complaints Quarter 3 Report October to December 2017

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										
Benefits (A-K)	3	3	100%							
Benefits (L-Z)	4	4	100%			1	1	100%		
Bereavement Services										
Business Rates										
Businesses										
Cemeteries										
Communications (Inc Living Magazine)	1	1	100%							
Community Involvement (Inc Volunteers)										
Community Safety	2	2	100%							
Council Tax	14	14	100%			1	0	0%	1	
Crematorium	4	4	100%							
Customer Services	5	5	100%			1	1	100%		
Development & Trans Planning										
Enforcement										
Housing - Anti Social Behaviour	4	4	100%			1	0	0%	1	
Housing - Other	70	63	90%	7		18	16	89%	2	
Housing - Repairs	67	45	67%	22		15	13	87%	1	1
ICT / Web team										
Learning & Achievement	2	2	100%							
Legal & Governance										
Leisure Centres and Sport	2	2	100%							
Library Services (Inc Having Museum)	1	1	100%							
Parks and Open Spaces (Inc allotments)	6	6	100%							
Planning & Building Control	4	4	100%			2	2	100%		
Public Health										
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	5	5	100%			2	2	100%		
Regeneration										
Registrar Services (Inc Birth, Death and Marriages)										
Roads and Pavements (Inc Street Lighting)	31	31	100%			7	6	86%	1	
Social Care Adults						1	1	100%		
Social Care Children's	2	0	0%	2						
Street Cleansing (Inc Trees)	29	28	97%	1		8	8	100%		
Traffic and Parking Control	85	85	100%			11	10	91%	1	
Transactional Services	1	1	100%							
Waste and Recycling	20	20	100%			8	8	100%		
Total	362	330	91%	32	0	76	68	89%	7	1



Contact Type (October to December 2017)



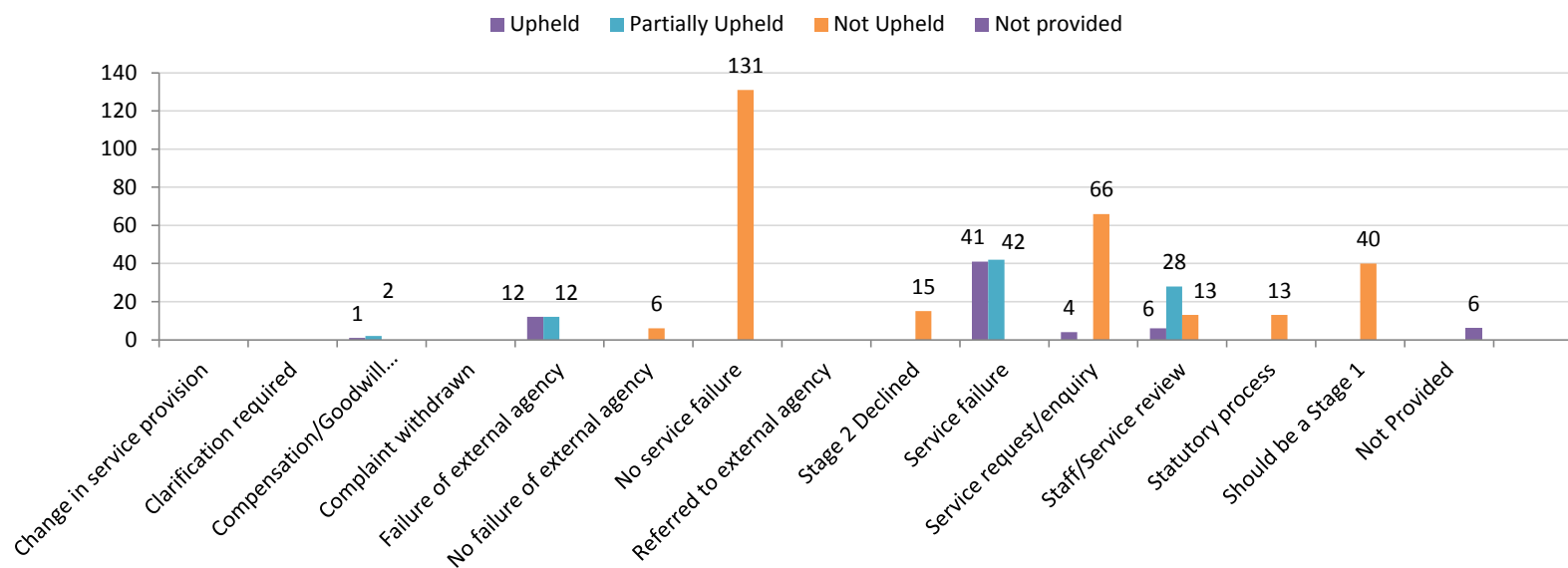
Corporate Complaints Quarter 3 Report October to December 2017

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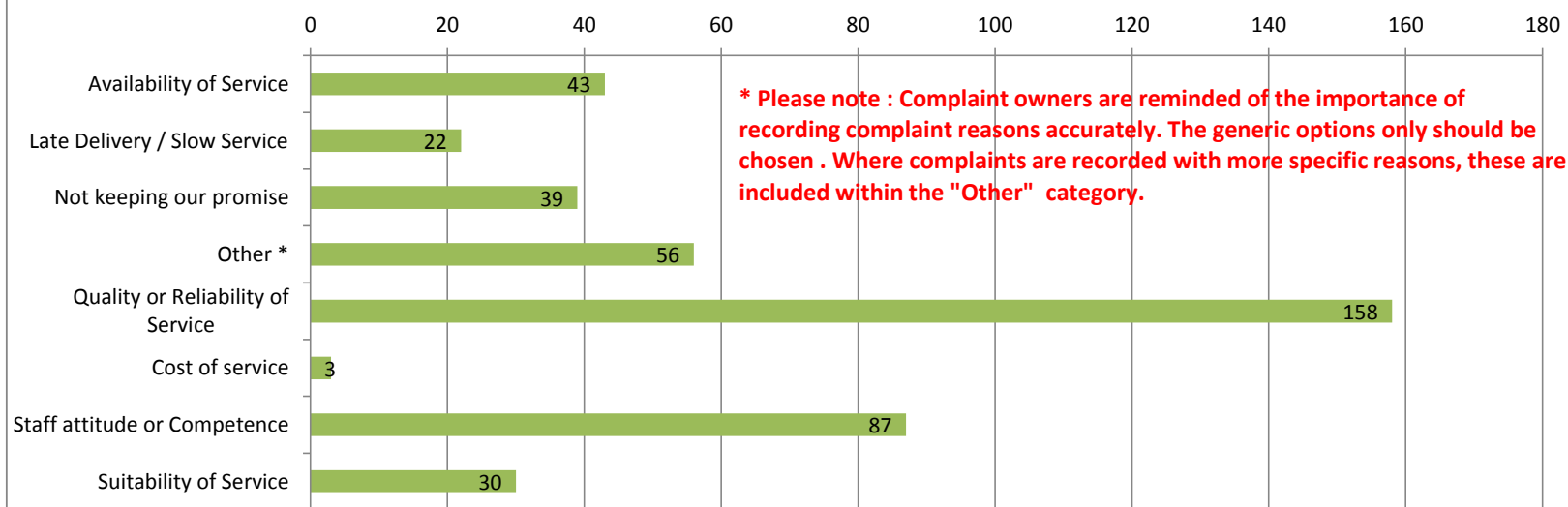
	Carry Over	October				November				December				Total
	Cumulative (Apr - Sept)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumul ative*
Arts	0													0
Asset Management	5				100%									5
Benefits (A-K)	2	1	100%							2	100%			5
Benefits (L-Z)	6	1	100%			1	100%	1	100%	2	100%			10
Bereavement Services	0				100%									0
Business Rates	0													0
Businesses	0													0
Cemeteries	1													1
Communications	5	1	100%											6
Community Involvement	0													0
Community Safety	3	1	100%			1	100%						100%	5
Council Tax	44	7	100%	1	0%	5	100%			2	100%		100%	58
Crematorium	4	1	100%			2	100%			1	100%			8
Customer Services	23	1	100%	1		2	100%			2	100%			28
Development & Trans Planning	0													0
Enforcement	0													0
Housing - Anti social behaviour	12	1	100%	1		2	100%			1	100%		100%	16
Housing - Other	153	26	92%	6	100%	22	95%	7	100%	22	82%	5	60%	223
Housing -Repairs	114	26	73%	4	100%	22	77%	5	80%	19	47%	6	83%	181
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	3	2	100%		100%									5
Legal & Governance	5													5
Leisure Centres and Sport	3	1	100%			1	100%							5
Library Services	7	1	100%		100%								100%	8
Parks and Open Spaces	23	3	100%		100%	2	100%			1	100%			29
Planning & Building Control	27	1	100%		100%	2	100%	1	100%	1	100%	1	100%	31
Public Health	0													0
Public Protection	28	2	100%		0%	3	100%	2	100%					33
Regeneration	0													0
Registrar Services	4													4
Roads and Pavements	74	10	100%	2	50%	10	100%	3	100%	11	100%	2	100%	105
Social Care Adults	2							1	100%					2
Social Care Children's	5	1	0%			1	0%							7
Street Cleansing	49	13	100%	4	100%	6	100%	2	100%	10	90%	2	100%	78
Traffic and Parking Control	172	28	100%	3	67%	35	100%	4	100%	22	100%	4	100%	257
Transactional Services	1					1	100%							2
Waste and Recycling	97	9	100%	6	100%	4	100%	1	100%	7	100%	1	100%	117
Stage 1 Logged (Total)	872	137				122				103				1234
Completed in 15 days (%)	93%		93%				94%				85%			
Stage 2 logged (Total)	170			28				27				21		246
Completed in 20 days (%)	95%				86%				96%				86%	

* 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 Outcomes (October to December 2017)

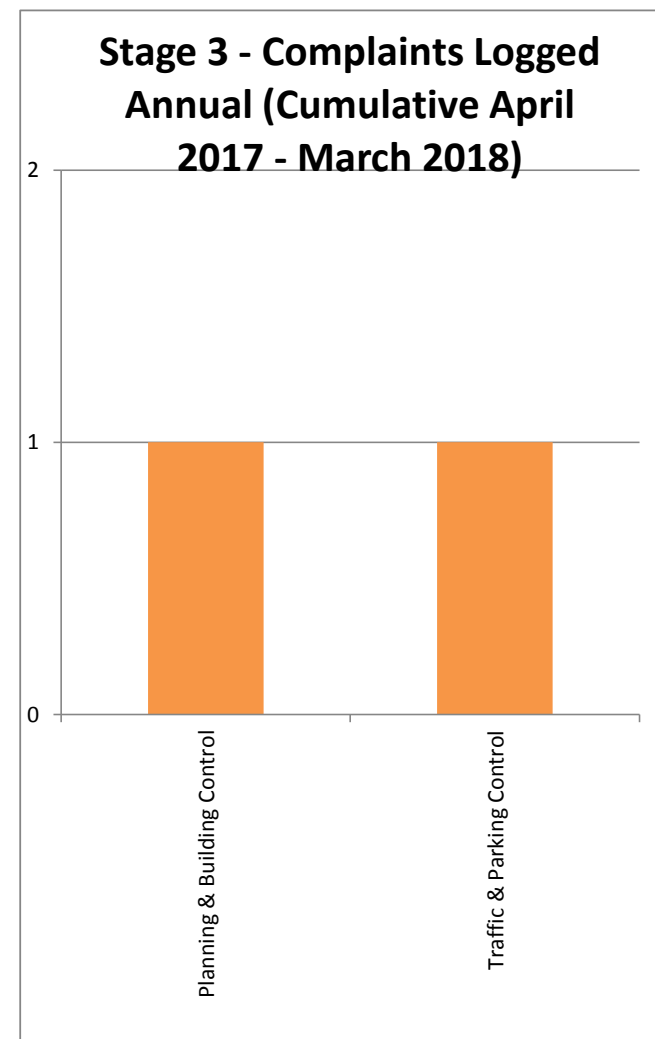
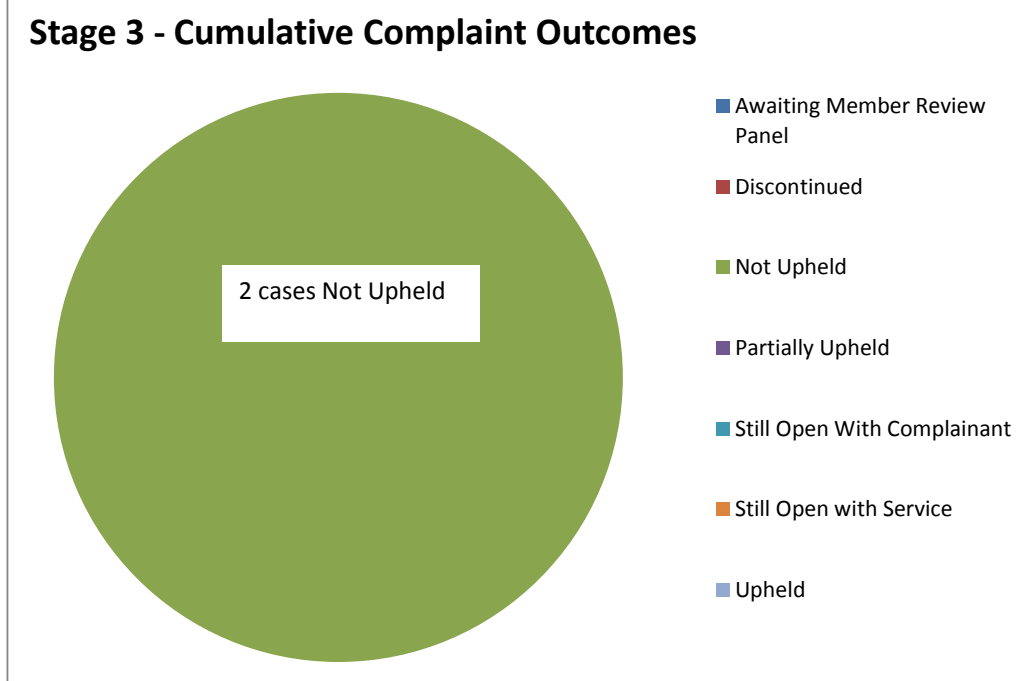


Complaint Reasons (October to December 2017)



Detailed Summary of Stage 3 Complaints recorded for October to December 2017

	Cumulative April- September	Oct-17	Nov-17	Dec-17	Total	Achieved within 31 Calendar days %
Planning & Buliding Control	1	0	0	0	1	100%
Traffic & Parking Control	1	0	0	0	1	0%
Total Logged	2	0	0	0	2	



Cumulative complaint figures April 17 - March 18

Table below shows all corporate complaint stage 1 & 2 figures logged between April '17 and 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	0	0	0	0	0	0			
Asset Management	6	0.41%	0	1	1	2	1	1	0	0	0			
Benefits (A-K)	5	0.34%	0	1	1	0	0	0	1	0	2			
Benefits (L-Z)	12	0.81%	0	2	1	2	1	1	1	2	2			
Bereavement Services	1	0.07%	0	0	0	1	0	0	0	0	0			
Business Rates	0	0.00%	0	0	0	0	0	0	0	0	0			
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0			
Cemeteries	1	0.07%	0	0	0	0	1	0	0	0	0			
Communications	6	0.41%	0	1	1	2	1	0	1	0	0			
Community Involvement	0	0.00%	0	0	0	0	0	0	0	0	0			
Community Safety	5	0.34%	0	1	3	0	0	0	1	0	0			
Council Tax	77	5.20%	16	18	9	7	4	8	8	5	2			
Crematorium	8	0.54%	0	1	2	0	0	1	1	2	1			
Customer Services	29	1.96%	5	5	4	2	3	4	2	2	2			
Development & Trans Planning	1	0.07%	0	0	0	0	0	0	0	1	0			
Enforcement	0	0.00%	0	0	0	0	0	0	0	0	0			
Housing - Anti Social Behaviour	19	1.28%	4	2	2	1	3	2	2	2	1			
Housing - Other	273	18.45%	31	32	35	23	32	32	32	29	27			
Housing -Repairs	218	14.73%	12	30	33	24	22	15	30	27	25			
Human Resources	0	0.00%	0	0	0	0	0	0	0	0	0			
ICT / Web team	0	0.00%	0	0	0	0	0	0	0	0	0			
Learning & Achievement	6	0.41%	0	0	0	2	1	1	2	0	0			
Legal & Governance	6	0.41%	1	0	2	1	2	0	0	0	0			
Leisure Centres & Sport	7	0.47%	0	4	0	0	1	0	1	1	0			
Library Services	10	0.68%	1	2	1	1	0	4	1	0	0			
Parks and Open Spaces	35	2.36%	7	4	1	5	5	7	3	2	1			
Planning & Building Control	37	2.50%	8	3	10	7	1	2	1	3	2			
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0			
Public Protection	37	2.50%	4	8	6	5	3	4	2	5	0			
Regeneration	0	0.00%	0	0	0	0	0	0	0	0	0			
Registrar Services	4	0.27%	0	3	0	1	0	0	0	0	0			
Roads and Pavements	130	8.78%	13	20	19	16	12	12	12	13	13			
Social Care Adults	3	0.20%	0	0	0	1	1	0	0	1	0			
Social Care Children's	7	0.47%	1	2	2	0	0	0	1	1	0			
Street Cleansing	90	6.08%	8	11	9	11	8	6	17	8	12			
Traffic & Parking Control	303	20.47%	32	39	36	43	32	25	31	39	26			
Transactional Services	2	0.14%	0	0	0	1	0	0	0	1	0			
Waste and Recycling	142	9.59%	23	28	14	20	18	11	15	5	8			
Total Complaints logged	1480		166	218	192	178	152	136	165	149	124	0	0	0
Overall % of complaints 1&2 completed within time			92%			94%			91%					

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	0	0	0	0	0	0
Benefits (A-K)	0	0	2	0	0	0	1	0	3
Benefits (L-Z)	0	0	0	4	0	0	0	1	5
Business Rates	0	0	0	0	0	0	0	0	0
Cemeteries	0	0	0	0	0	0	0	0	0
Communications (Inc Living Magazine)	0	0	0	1	0	0	0	0	1
Council Tax	0	0	1	6	0	6	1	1	15
Crematorium	0	0	0	0	0	0	0	4	4
Customer Services	0	2	0	3	0	0	0	1	6
Community Safety	0	1	0	1	0	0	0	0	2
Housing - Anti Social	0	0	2	2	0	0	0	1	5
Housing - Other	7	3	10	22	0	18	6	23	89
Housing - Repairs	7	7	5	33	1	9	5	14	81
Learning & Achievement	0	0	0	2	0	0	0	0	2
Legal & Governance	0	0	0	0	0	0	0	0	0
Leisure Centres and Sport	0	0	0	0	1	0	1	0	2
Library Services (Inc Having Museum)	0	0	0	0	1	0	0	0	1
Parks and Open Spaces (Inc allotments)	1	0	1	0	0	1	3	0	6
Planning & Building Control	1	0	0	3	0	1	1	0	6
Public Health	0	0	0	0	0	0	0	0	0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	1		0	4		2	0	0	7
Registrar Services (Inc Birth, Death and Marriages)	0	0	0	0	0	0	0	0	0
Roads and Pavements (Inc Street Lighting)	5	4	6	11	0	4	8	1	39
Social Care Adults	0	0	1	0	0	0	0	0	1
Social Care Children's	0	0	0	2	0	0	0	0	2
Street Cleansing (Inc Trees)	6	2	5	15	0	5	1	2	36
Traffic and Parking Control	13	3	5	35	0	33	1	6	96
Transactional Services	0	0	0	1	0	0	0	0	1
Waste and Recycling	2	0	1	13	0	8	2	2	28
Total:	43	22	39	158	3	87	30	56	438

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