

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 a 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 2018 until March 2019

Performance for April (in short) is therefore:

Stage 1 percentage to time overall	94% (427/452)
Stage 2 percentage to time	73% (67/92)
Stage 3 percentage to time	No cases
Stage 1 & 2 cumulative score	91% (494/544)

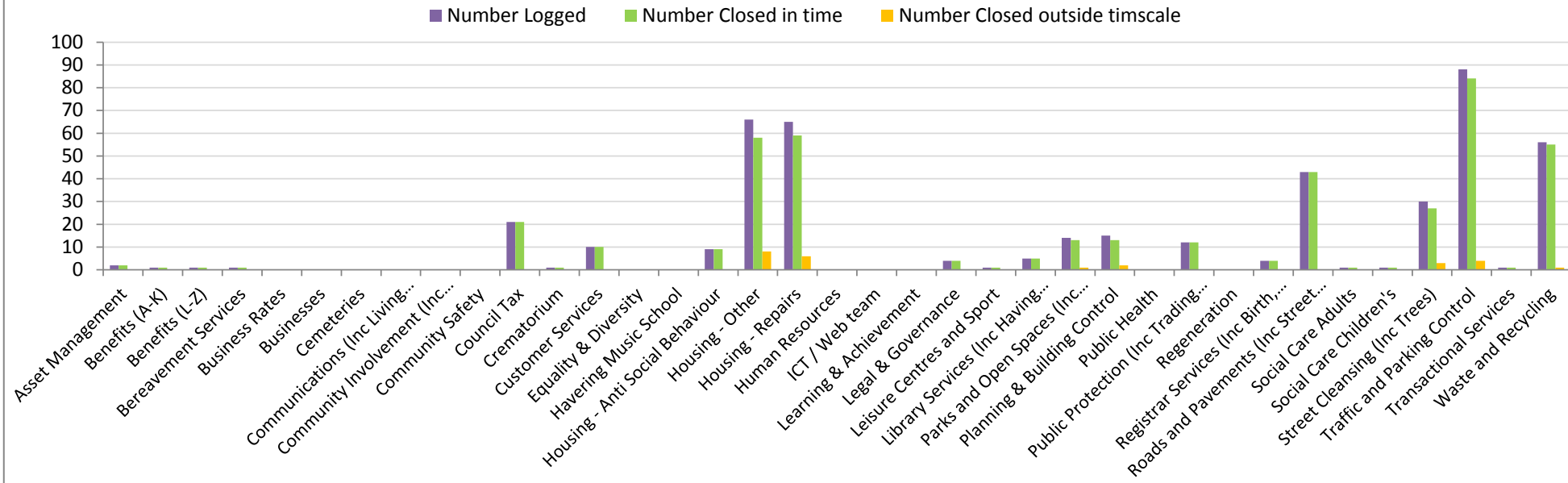
Senior Leadership Complaints team
 13th August 2018

Corporate Complaints Report - Quarter 1 April to June 2018

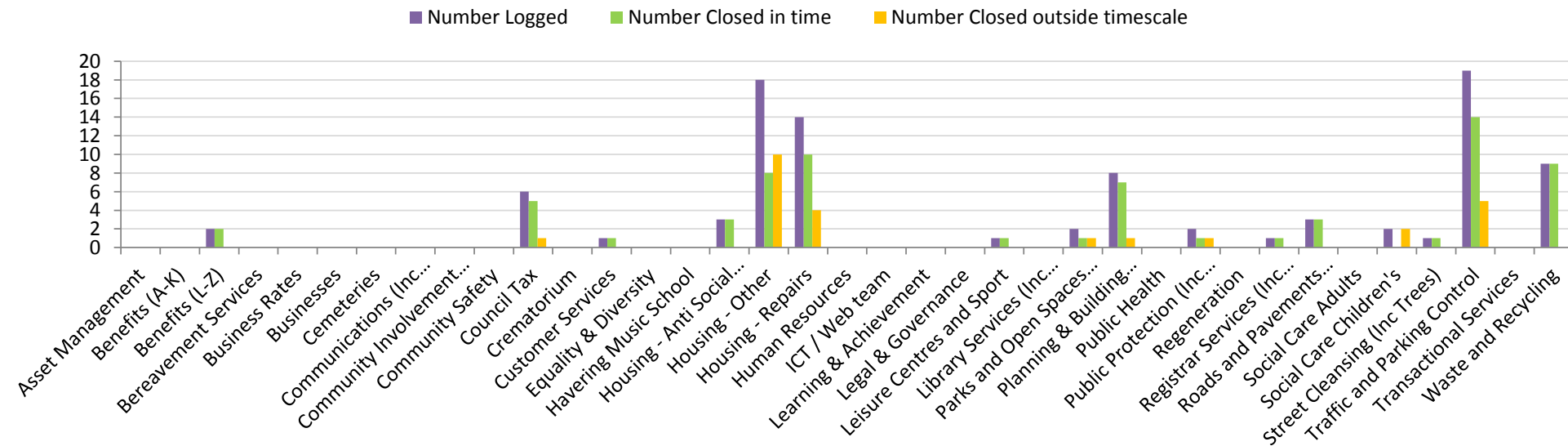
Appendix 1

	Stage 1				Stage 2				
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed days over 15	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed days over 20	
Asset Management	2	2	100%						
Benefits (A-K)	1	1	100%						
Benefits (L-Z)	1	1	100%						
Bereavement Services	1	1	100%		2	2	100%		
Business Rates									
Businesses									
Cemeteries									
Communications (Inc Living Magazine)									
Community Involvement (Inc Volunteers)									
Community Safety									
Council Tax	21	21	100%		6	5	83%	1	
Crematorium	1	1	100%						
Customer Services	10	10	100%		1	1	100%		
Equality & Diversity									
Havering Music School									
Housing - Anti Social Behaviour	9	9	100%		3	3	100%		
Housing - Other	66	58	88%	8	18	8	44%	10	
Housing - Repairs	65	59	91%	6	14	10	71%	4	
Human Resources									
ICT / Web team									
Learning & Achievement									
Legal & Governance	4	4	100%						
Leisure Centres and Sport	1	1	100%		1	1	100%		
Library Services (Inc Having Museum)	5	5	100%						
Parks and Open Spaces (Inc allotments)	14	13	93%	1	2	1	50%	1	
Planning & Building Control	15	13	87%	2	8	7	88%	1	
Public Health									
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	12	12	100%		2	1	50%	1	
Regeneration									
Registrar Services (Inc Birth, Death and Marriages)	4	4	100%		1	1	100%		
Roads and Pavements (Inc Street Lighting)	43	43	100%		3	3	100%		
Social Care Adults	1	1	100%						
Social Care Children's	1	1	100%		2		0%	2	
Street Cleansing (Inc Trees)	30	27	90%	3	1	1	100%		
Traffic and Parking Control	88	84	95%	4	19	14	74%	5	
Transactional Services	1	1	100%						
Waste and Recycling	56	55	98%	1	9	9	100%		
Total	452	427	94%	25	92	67	73%	25	

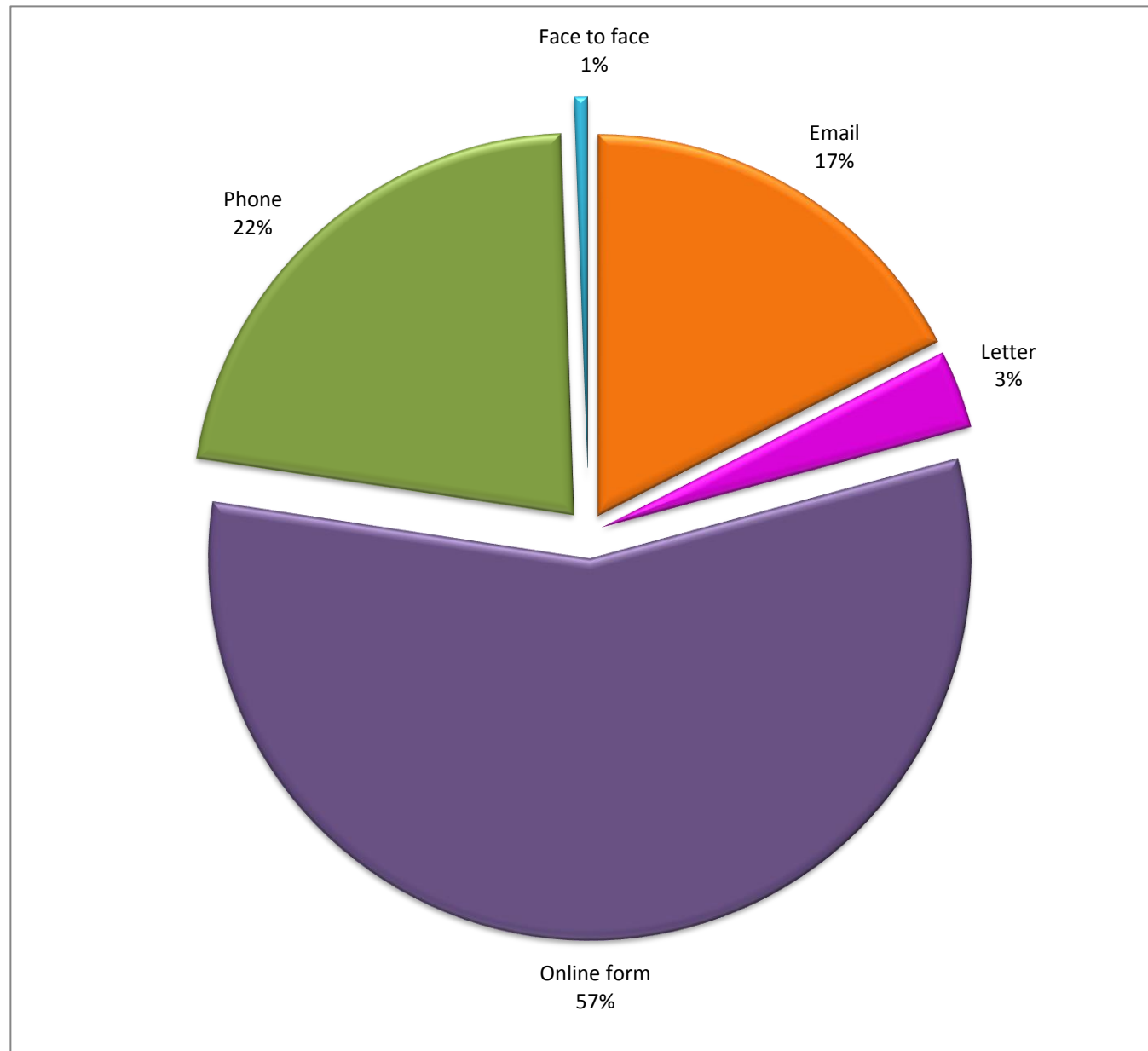
Stage 1 by Topic



Stage 2 by Topic



Quarter 1 Contact Type

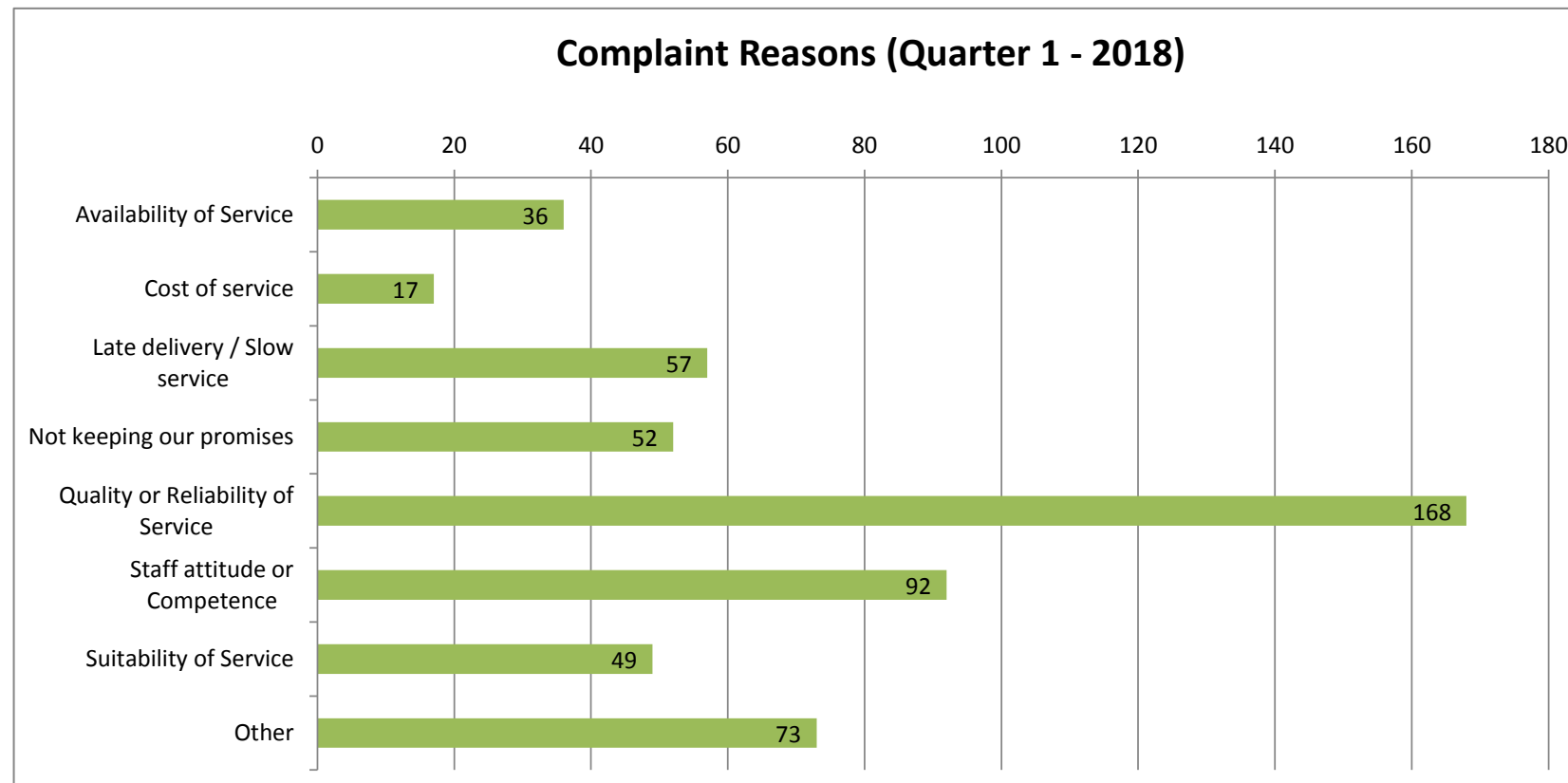
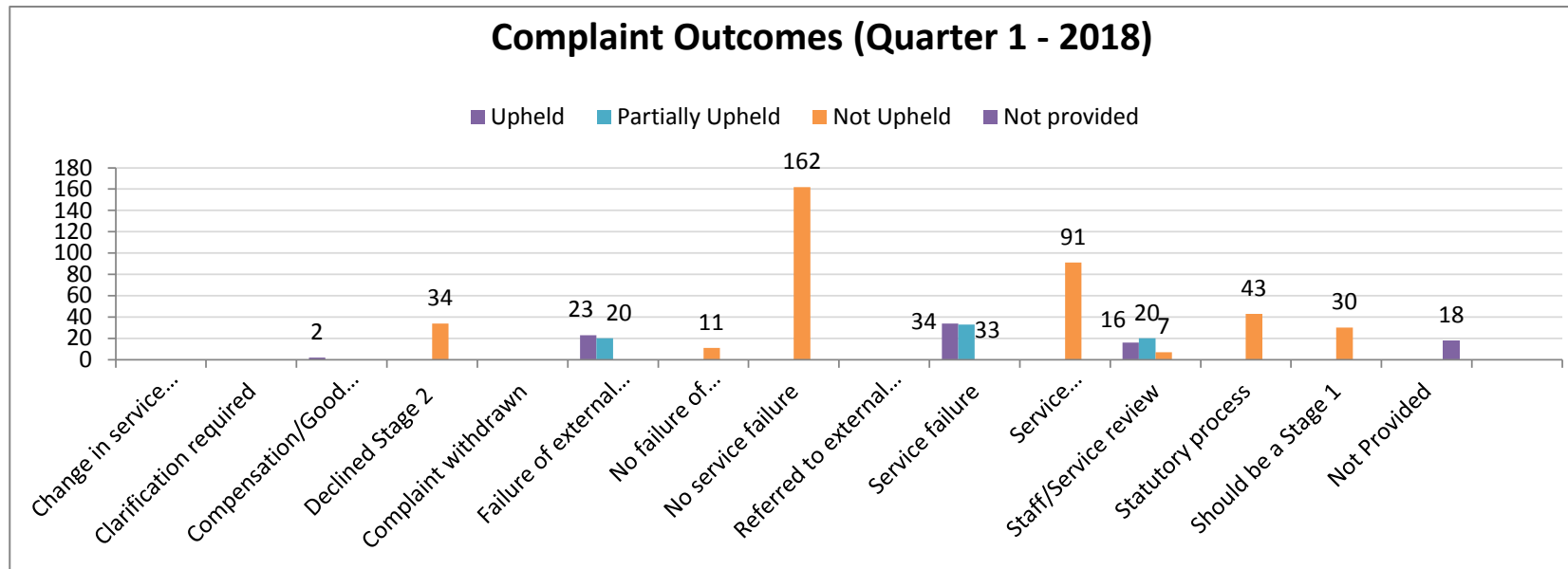


Corporate Complaints Report - Quarter 1 April to June 2018

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 (%)	Cumulative*
Asset Management			57%			1	100%			1	100%			2
Benefits (A-K)						1	100%							1
Benefits (L-Z)		1	100%									2	100%	1
Bereavement Services						1	100%							1
Business Rates														0
Businesses														0
Cemeteries														0
Communications (Inc Living														0
Community Involvement (Inc														0
Community Safety														0
Council Tax		5	100%	1	100%	13	100%	2	100%	3	100%	3	67%	21
Crematorium						1	100%							1
Customer Services		3	100%			4	100%	1	100%	3	100%			10
Equality & Diversity														0
Havering Music School														0
Housing - Anti Social Behaviour		2	100%			4	100%	2	100%	3	100%	1	100%	9
Housing - Other		19	84%	5	80%	20	90%	9	33%	27	89%	4	50%	66
Housing - Repairs		27	96%	10	80%	23	87%	3	33%	15	87%	1	100%	65
Human Resources														0
ICT / Web team														0
Learning & Achievement														0
Legal & Governance		2	100%							2	100%			4
Leisure Centres and Sport		1	100%					1	100%					1
Library Services (Inc Having		1	100%			2	100%			2	100%			5
Parks and Open Spaces (Inc		5	80%	2	50%	6	100%			3	100%			14
Planning & Building Control		4	75%	2	50%	9	89%	3	100%	2	100%	3	100%	15
Public Health														0
Public Protection (Inc Trading		2	100%	2	50%	4	100%			6	100%			12
Regeneration														0
Registrar Services (Inc Birth,						3	100%	1	100%	1	100%			4
Roads and Pavements (Inc Street		16	100%	2	100%	22	100%			5	100%	1	100%	43
Social Care Adults						1	100%						100%	1
Social Care Children's				1	0%			1	0%	1	100%		100%	1
Street Cleansing (Inc Trees)		8	100%	1	100%	9	89%			13	85%		100%	30
Traffic and Parking Control		23	96%	6	67%	40	98%	8	63%	25	92%	5	100%	88
Transactional Services		1	100%											1
Waste and Recycling		14	100%	1	100%	17	100%	1	100%	25	96%	7	100%	56
Stage 1 Logged (Total)	0	134				181				137				452
Completed in 15 days (%)			95%				96%				93%			
Stage 2 logged (Total)				33				32				27		92
Completed in 20 days (%)					73%				59%				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.



Detailed Summary of Stage 3 Complaints recorded for Quarter 1 2018

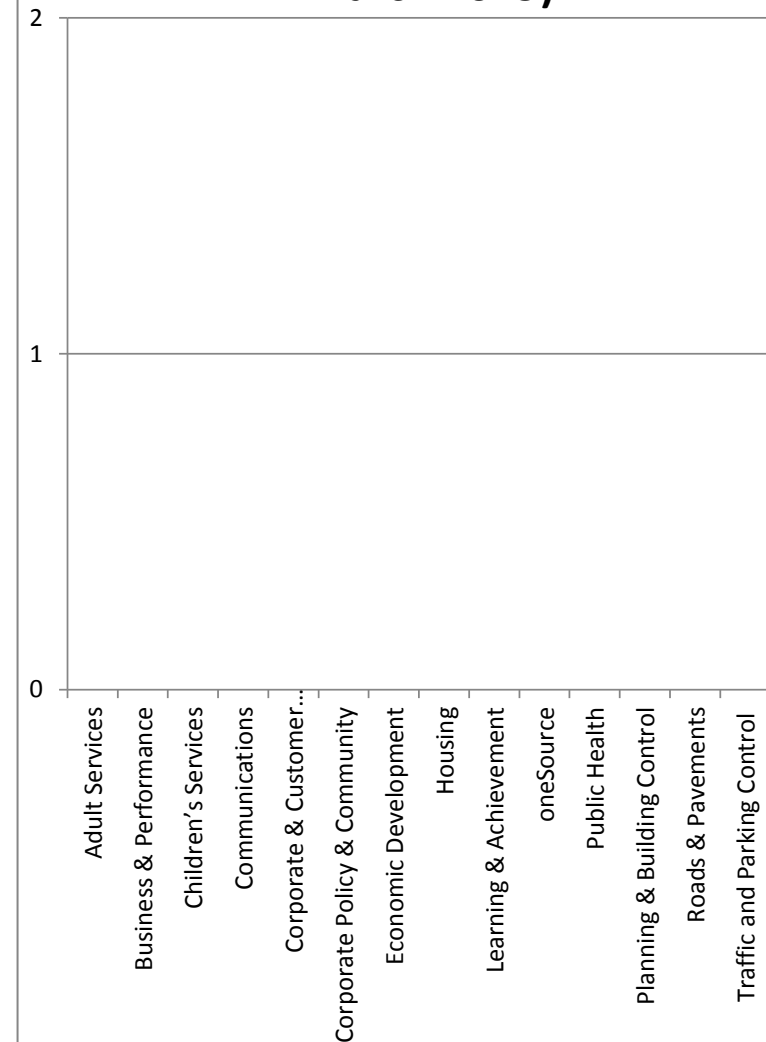
	Cumulative (April-Dec)	Apr-18	May-18	Jun-18	Total	Achieved within 31 Calendar
NONE		0	0	0	0	
Total Logged	0	0	0	1	0	

Stage 3 - Cumulative Complaint Outcomes

**No Member
Review Panel
hearings during
the Quarter**

- 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 2018 - March 2019)



Cumulative complaint figures April 18 - March 19

	Cumulative numbers logged April 17 - March 18 (Stage 1&2)	% of total	April '18	May '18	June '18	July '18	August '18	September '18	October '18	November '18	December '18	January '19	February '19	March '19
Asset Management	2	0.37%	0	1	1									
Benefits (A-K)	1	0.18%	0	1	0									
Benefits (L-Z)	3	0.55%	1	0	2									
Bereavement Services	1	0.18%	0	1	0									
Business Rates	0	0.00%	0	0	0									
Businesses	0	0.00%	0	0	0									
Cemeteries	0	0.00%	0	0	0									
Communications (Inc Living	0	0.00%	0	0	0									
Community Involvement (Inc	0	0.00%	0	0	0									
Community Safety	0	0.00%	0	0	0									
Council Tax	27	4.96%	6	15	6									
Crematorium	1	0.18%	0	1	0									
Customer Services	11	2.02%	3	5	3									
Equality & Diversity	0	0.00%	0	0	0									
Havering Music School	0	0.00%	0	0	0									
Housing - Anti Social Behaviour	12	2.21%	2	6	4									
Housing - Other	84	15.44%	24	29	31									
Housing - Repairs	79	14.52%	37	26	16									
Human Resources	0	0.00%	0	0	0									
ICT / Web team	0	0.00%	0	0	0									
Learning & Achievement	0	0.00%	0	0	0									
Legal & Governance	4	0.74%	2	0	2									
Leisure Centres and Sport	2	0.37%	1	1	0									
Library Services (Inc Having	5	0.92%	1	2	2									
Parks and Open Spaces (Inc	16	2.94%	7	6	3									
Planning & Building Control	23	4.23%	6	12	5									
Public Health	0	0.00%	0	0	0									
Public Protection (Inc Trading	14	2.57%	4	4	6									
Regeneration	0	0.00%	0	0	0									
Registrar Services (Inc Birth, Death	5	0.92%	0	4	1									
Roads and Pavements (Inc Street	46	8.46%	18	22	6									
Social Care Adults	1	0.18%	0	1	0									
Social Care Children's	3	0.55%	1	1	1									
Street Cleansing (Inc Trees)	31	5.70%	9	9	13									
Traffic and Parking Control	107	19.67%	29	48	30									
Transactional Services	1	0.18%	1	0	0									
Waste and Recycling	65	11.95%	15	18	32									
Total Complaints logged	544		167	213	164	0	0	0	0	0	0	0	0	0
Overall % of complaints 1&2 completed within time			91%			#DIV/0!			#DIV/0!			#DIV/0!		

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
Benefits (L-Z)	1	2							3
Bereavement Services							1		
Business Rates									0
Cemeteries									0
Communications (Inc Living Magazine)									0
Council Tax	2	2	1	9	3	5	2	3	27
Crematorium						1			1
Customer Services	1	2		2		4		2	11
Community Safety									0
Housing - Anti Social Behaviour	1		4	3	1	1	1		11
Housing - Other	5	5	14	19		13	3	25	84
Housing - Repairs	3	13	5	28	1	10	4	16	80
Learning & Achievement									0
Legal & Governance		1		1		2			4
Leisure Centres and Sport				1			1		2
Library Services (Inc Having Museum)				3		1		1	5
Parks and Open Spaces (Inc allotments)	2	1	2	6	2		3		16
Planning & Building Control		5	5	8		1	2	2	23
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	2			4		5	1	2	14
Registrar Services (Inc Birth, Death and Marriages)			1	1		2		1	5
Roads and Pavements (Inc Street Lighting)	6	2	4	18		3	11	2	46
Social Care Adults						1			1
Social Care Children's				1		1	1		3
Street Cleansing (Inc Trees)	3	5	2	11		5	2	3	31
Traffic and Parking Control	6	7	4	38	6	30	10	6	107
Transactional Services	1								1
Waste and Recycling	3	12	10	14	4	6	7	9	65
Total:	36	57	52	168	17	92	49	73	544

This table shows the breakdown of complaint reasons for each service area for Stages 1, 2 and 3.