

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

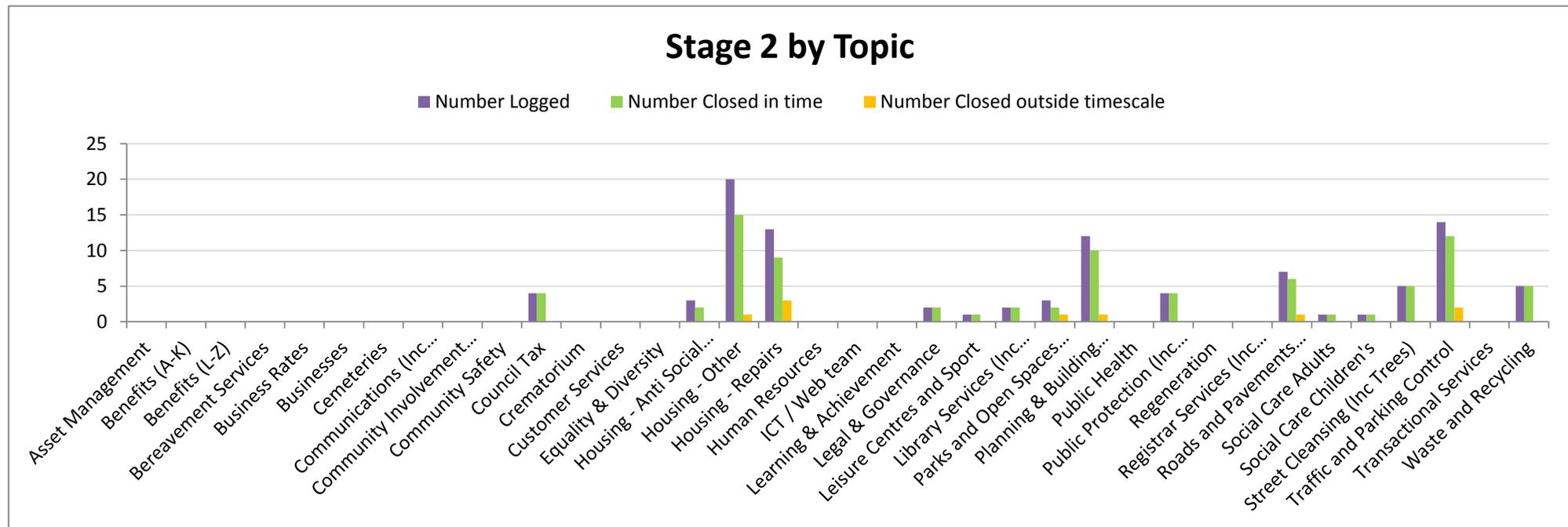
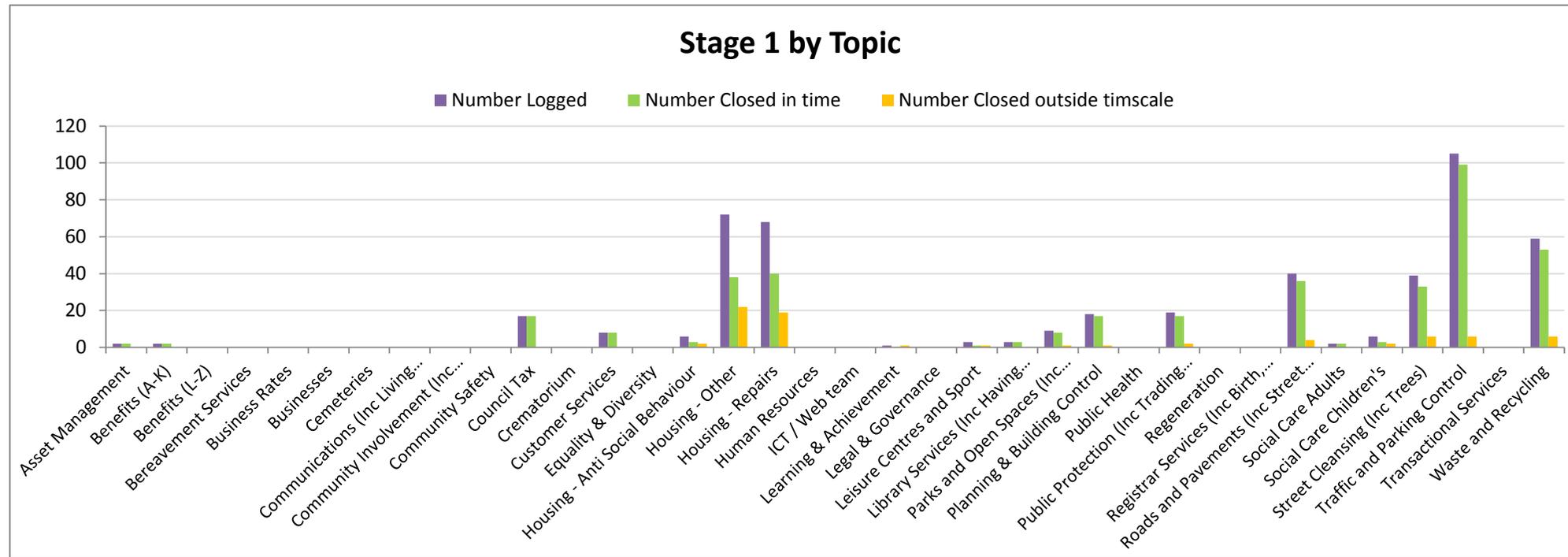
Performance for Quarter 2 (in short) is therefore:

Stage 1 percentage to time overall	80% (383/480)
Stage 2 percentage to time	84% (82/98)
Stage 3 percentage to time	0% (one case)
Stage 1 & 2 cumulative score	80% (465/578)

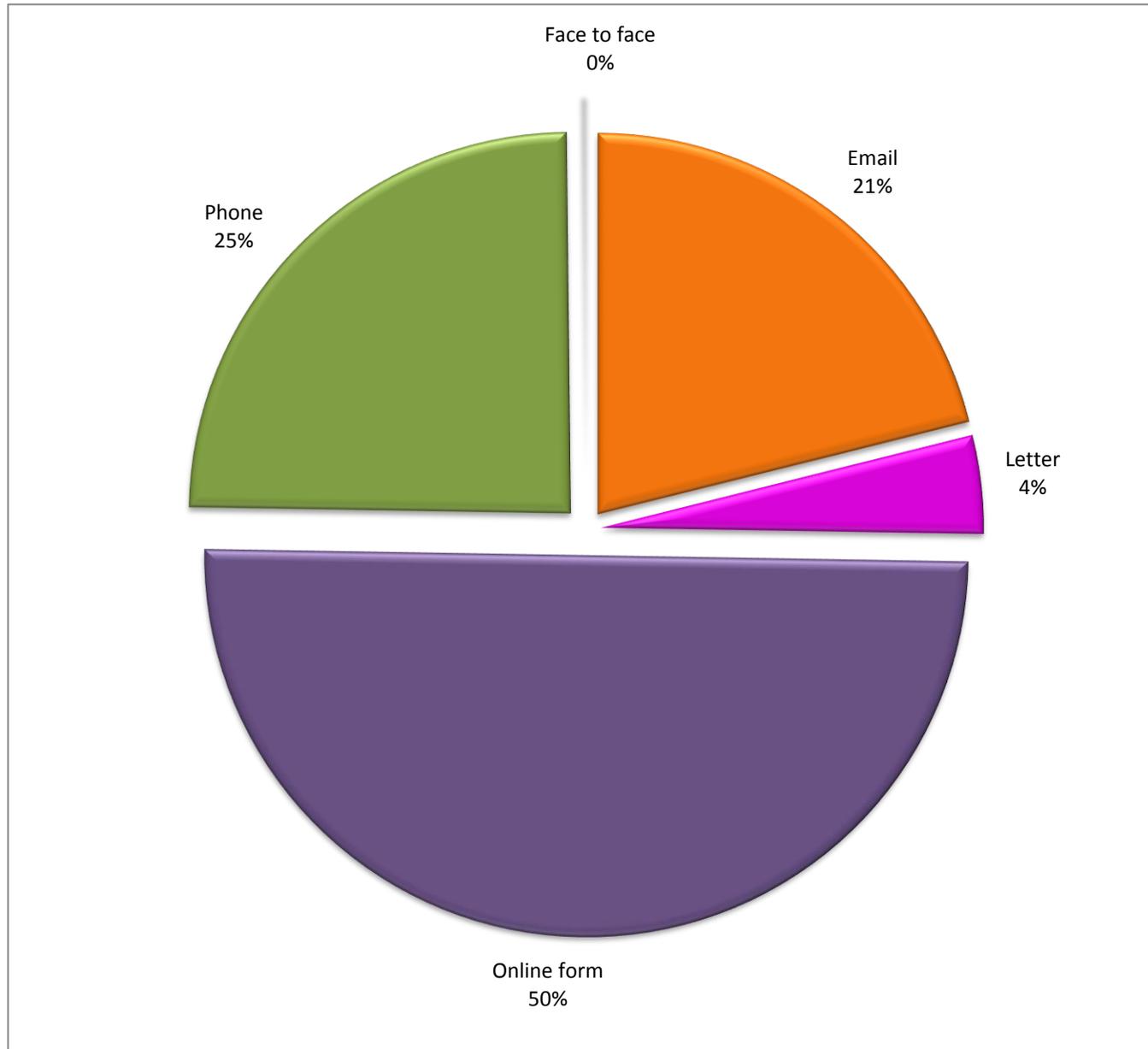
Senior Leadership Complaints team
12th November 2018

Corporate Complaints Report - Quarter 2 July to September 2018

	Stage 1					Stage 2				
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	Still open
Art Services	1	1	100%			1	1	100%		
Asset Management	2	2	100%							
Benefits (A-K)	2	2	100%							
Benefits (L-Z)										
Bereavement Services										
Business Rates										
Businesses										
Cemeteries										
Communications (Inc Living Magazine)										
Community Involvement (Inc Volunteers)										
Community Safety										
Council Tax	17	17	100%			4	4	100%		
Crematorium										
Customer Services	8	8	100%							
Equality & Diversity										
Housing - Anti Social Behaviour	6	3	50%	2	1	3	2	67%	1	
Housing - Other	72	38	53%	25	9	20	15	75%	3	2
Housing - Repairs	68	40	59%	22	6	13	9	69%	3	1
Human Resources										
ICT / Web team										
Learning & Achievement	1	0	0%	1						
Legal & Governance						2	2	100%		
Leisure Centres and Sport	3	1	33%	1	1	1	1	100%		
Library Services (Inc Having Museum)	3	3	100%			2	2	100%		
Parks and Open Spaces (Inc allotments)	9	8	89%	1		3	2	67%	1	
Planning & Building Control	18	17	94%	1		12	10	83%	2	
Public Health										
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	19	17	89%	2		4	4	100%		
Regeneration										
Registrar Services (Inc Birth, Death and Marriages)										
Roads and Pavements (Inc Street Lighting)	40	36	90%	4		7	6	86%	1	
Social Care Adults	2	2	100%			1	1	100%		
Social Care Children's	6	3	50%	3		1	1	100%		
Street Cleansing (Inc Trees)	39	33	85%	6		5	5	100%		
Traffic and Parking Control	105	99	94%	6		14	12	86%	2	
Transactional Services										
Waste and Recycling	59	53	90%	6		5	5	100%		
Total	480	383	80%	80	17	98	82	84%	13	3



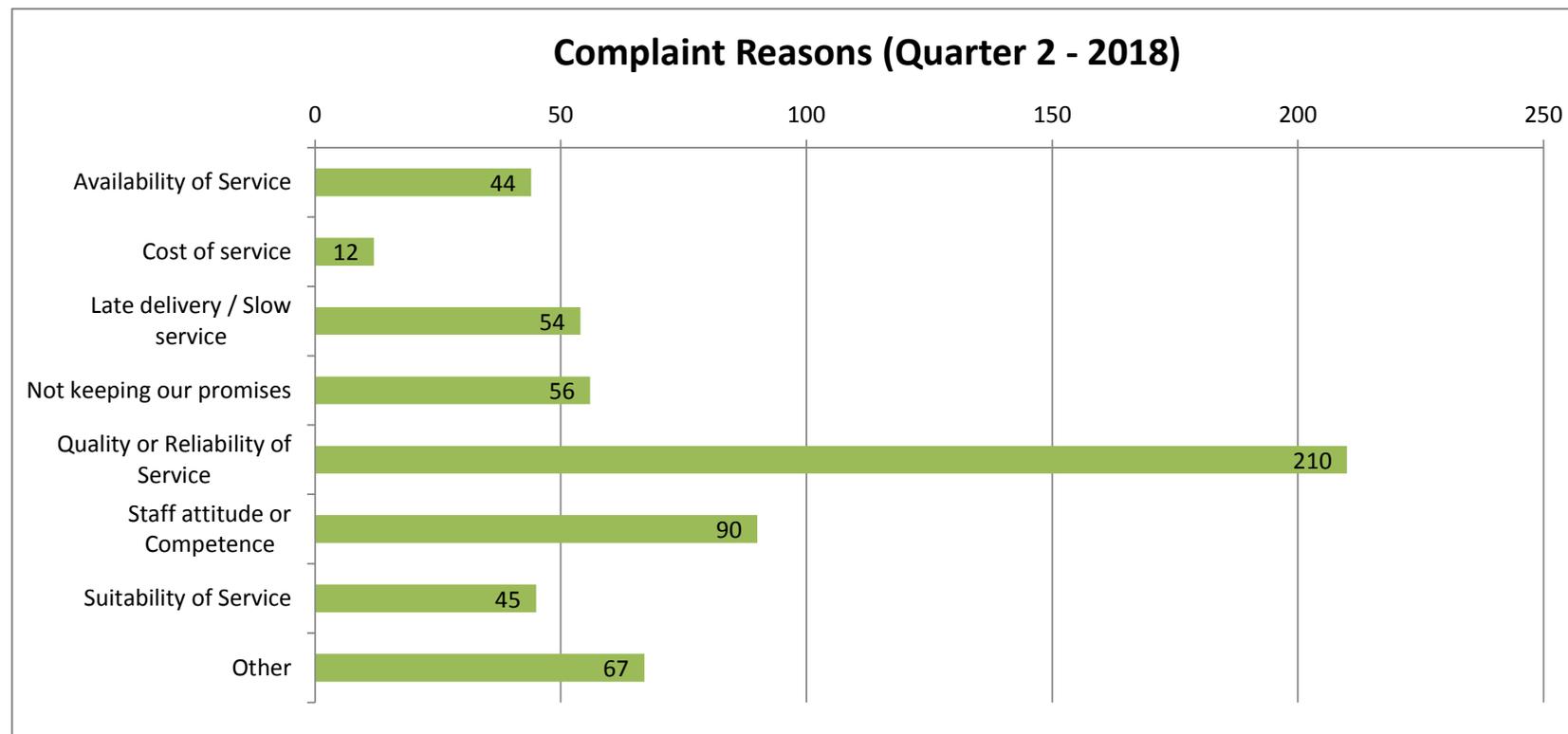
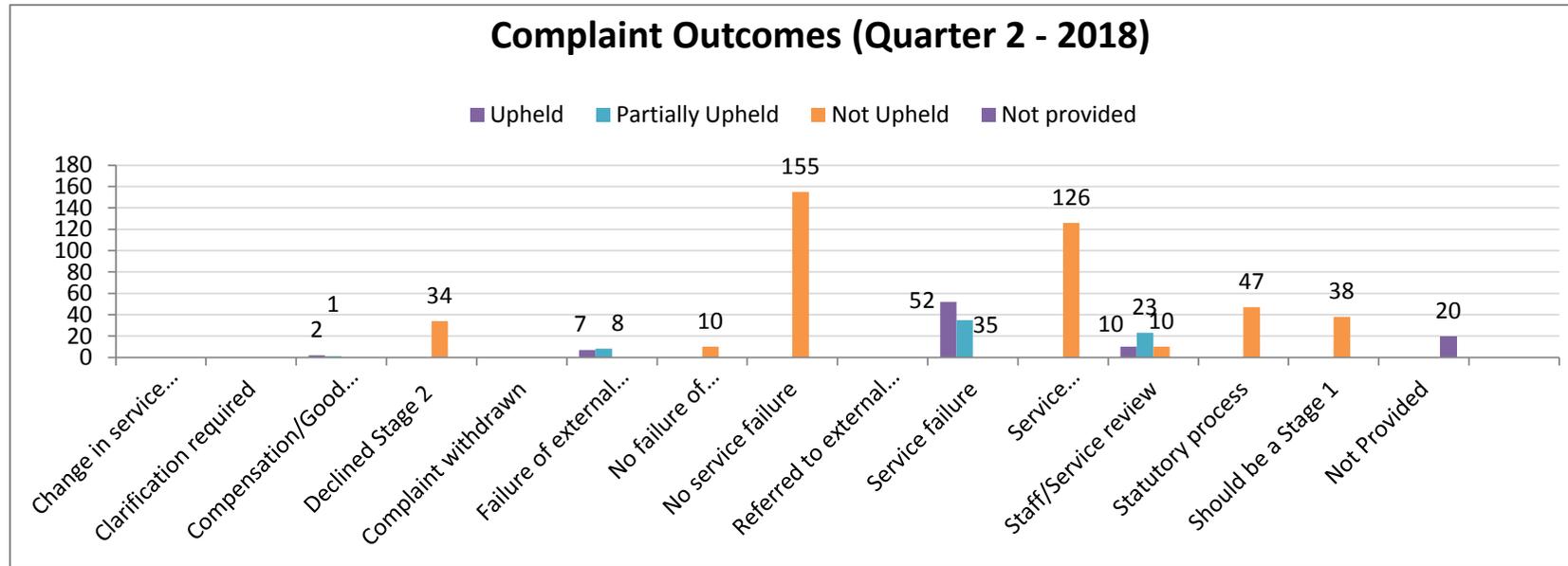
Quarter 1 Contact Type



Corporate Complaints Report - Quarter 2 July to September 2018

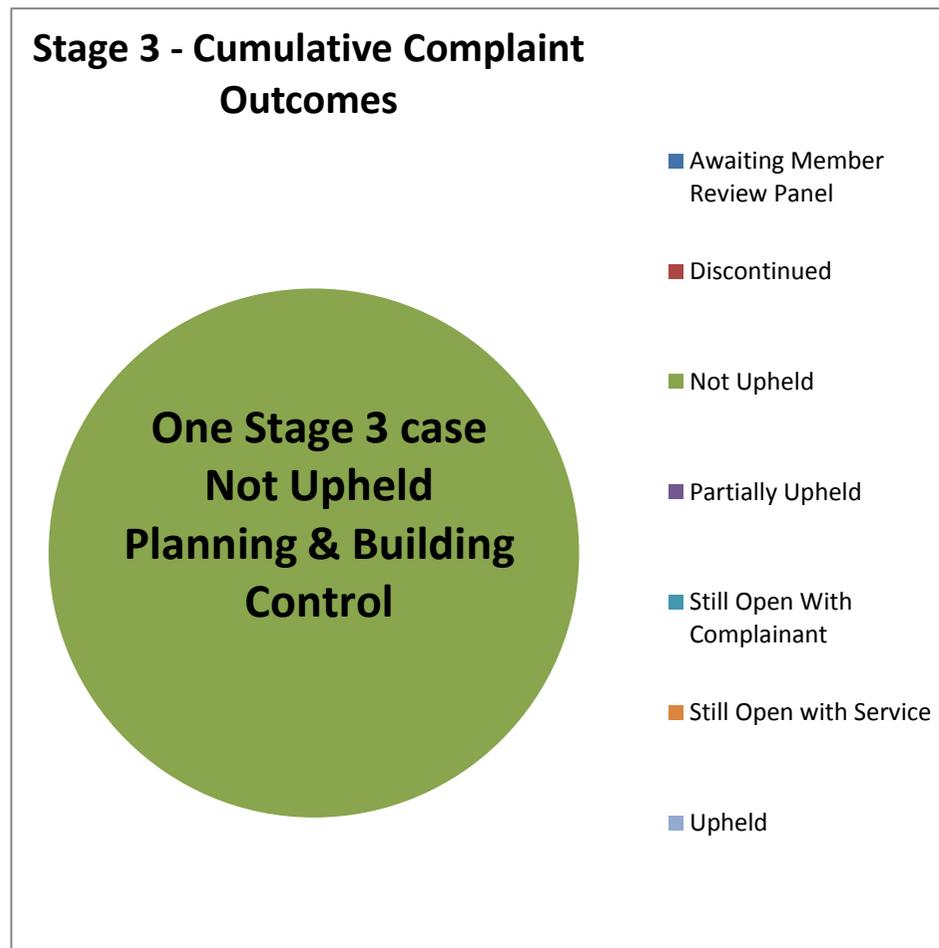
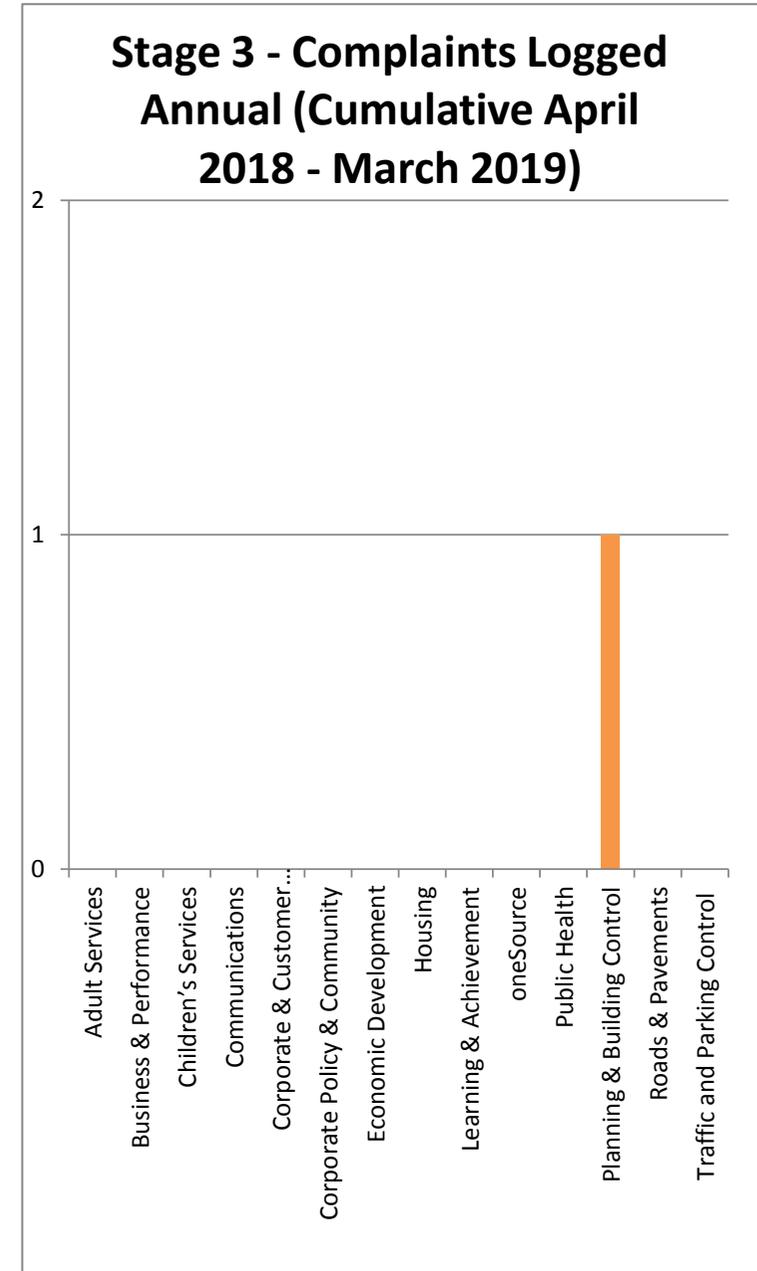
	Carry Over	July				August				September				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumulative*
Art Services	0	1	100%	1	100%									1
Asset Management	2	1	100%			1	100%							4
Benefits (A-K)	1	1	100%											2
Benefits (L-Z)	1					1	100%							2
Bereavement Services	1													1
Business Rates	0													0
Businesses	0													0
Cemeteries	0													0
Communications (Inc Living	0													0
Community Involvement (Inc	0													0
Community Safety	0													0
Council Tax	21	5	100%	3	100%	6	100%	1	100%	6	100%			38
Crematorium	1													1
Customer Services	10	4	100%			3	100%			1	100%			18
Equality & Diversity	0													0
Housing - Anti Social Behaviour	9	2	100%			3	33%	2	50%	1	0%	1	100%	15
Housing - Other	66	18	83%	1	100%	33	42%	11	82%	21	43%	8	63%	138
Housing - Repairs	65	25	76%	5	60%	18	50%	2	100%	25	48%	6	67%	133
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	0									1	0%			1
Legal & Governance	4			2	100%									4
Leisure Centres and Sport	1	1	100%			1	0%			1	0%	1	100%	4
Library Services (Inc Having	5	1	100%							2	100%	2	100%	8
Parks and Open Spaces (Inc	14	6	83%	1	100%	1	100%	1	0%	2	100%	1	100%	23
Planning & Building Control	15	3	67%	3	67%	9	100%	4	75%	6	100%	5	100%	33
Public Health	0													0
Public Protection (Inc Trading	12	6	83%			5	80%	3	100%	8	100%	1	100%	31
Regeneration	0													0
Registrar Services (Inc Birth,	4													4
Roads and Pavements (Inc Street	43	13	69%	2	100%	15	100%	2	50%	12	100%	3	100%	83
Social Care Adults	1	1	100%	1	100%	1	100%							3
Social Care Children's	1	3	87%			3	33%	1	100%					7
Street Cleansing (Inc Trees)	30	12	58%		100%	16	94%	4	100%	11	100%	1	100%	69
Traffic and Parking Control	88	36	83%	7	100%	35	100%	5	80%	34	100%	2	50%	193
Transactional Services	1													1
Waste and Recycling	56	22	86%	2	100%	19	95%	1	100%	18	89%	2	100%	115
Stage 1 Logged (Total)	452	161				170				149				932
Completed in 15 days (%)	94%		81%				79%				80%			
Stage 2 logged (Total)	92			28				37				33		190
Completed in 20 days (%)	73%				89%				81%				82%	

* 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 2 2018

	Cumulative (April-Jun)	Jul-18	Aug-18	Sep-18	Total	Resolved within 31 Calendar
Planning & Building Control	0	1	0	0	0	0%
Total Logged	0	1	0	1	0	



Corporate Complaints Report - Quarter 2 July to September 2018

	Cumulative numbers logged April 17 - March 18 (Stage 1&2)	% of total	Quarter 2 July to September 2018													
			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	4	0.36%	0	1	1	2	0	0								
Benefits (A-K)	3	0.27%	0	1	0	1	1	0								
Benefits (L-Z)	4	0.36%	1	0	2	1	0	0								
Bereavement Services	2	0.18%	0	1	0	0	1	0								
Business Rates	0	0.00%	0	0	0	0	0	0								
Businesses	0	0.00%	0	0	0	0	0	0								
Cemeteries	0	0.00%	0	0	0	0	0	0								
Communications (Inc Living	0	0.00%	0	0	0	0	0	0								
Community Involvement (Inc	0	0.00%	0	0	0	0	0	0								
Community Safety	0	0.00%	0	0	0	0	0	0								
Council Tax	27	2.41%	6	15	6	0	0	0								
Crematorium	22	1.96%	0	1	0	8	7	6								
Customer Services	11	0.98%	3	5	3	0	0	0								
Equality & Diversity	8	0.71%	0	0	0	4	3	1								
Havering Music School	0	0.00%	0	0	0	0	0	0								
Housing - Anti Social Behaviour	12	1.07%	2	6	4	0	0	0								
Housing - Other	93	8.29%	24	29	31	2	5	2								
Housing - Repairs	171	15.24%	37	26	16	19	44	29								
Human Resources	81	7.22%	0	0	0	30	20	31								
ICT / Web team	0	0.00%	0	0	0	0	0	0								
Learning & Achievement	1	0.09%	0	0	0	0	0	1								
Legal & Governance	6	0.53%	2	0	2	2	0	0								
Leisure Centres and Sport	6	0.53%	1	1	0	1	1	2								
Library Services (Inc Having	10	0.89%	1	2	2	1	0	4								
Parks and Open Spaces (Inc	28	2.50%	7	6	3	7	2	3								
Planning & Building Control	53	4.72%	6	12	5	6	13	11								
Public Health	0	0.00%	0	0	0	0	0	0								
Public Protection (Inc Trading	37	3.30%	4	4	6	6	8	9								
Regeneration	0	0.00%	0	0	0	0	0	0								
Registrar Services (Inc Birth, Death	5	0.45%	0	4	1	0	0	0								
Roads and Pavements (Inc Street	93	8.29%	18	22	6	15	17	15								
Social Care Adults	4	0.36%	0	1	0	2	1	0								
Social Care Children's	10	0.89%	1	1	1	3	4	0								
Street Cleansing (Inc Trees)	75	6.68%	9	9	13	12	20	12								
Traffic and Parking Control	226	20.14%	29	48	30	43	40	36								
Transactional Services	1	0.09%	1	0	0	0	0	0								
Waste and Recycling	129	11.50%	15	18	32	24	20	20								
Total Complaints logged	1122		167	213	164	189	207	182	0	0	0	0	0	0	0	0
Overall % of complaints 1&2 completed within time			91%			80%			#DIV/0!			#DIV/0!				

Complaint Reasons

Corporate Complaints Report - Quarter 2 July to September 2018

	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
Art Services						2			2
Asset Management		1		1					2
Benefits (A-K)						1			1
Benefits (L-Z)					1				1
Bereavement Services									0
Business Rates									0
Cemeteries									0
Communications (Inc Living Magazine)									0
Council Tax		2		3	3	9	3	1	21
Crematorium									0
Customer Services		2	1	2		2		1	8
Community Safety									0
Housing - Anti Social Behaviour	1		1	6		1			9
Housing - Other	4	9	14	25	2	11	3	24	92
Housing - Repairs	4	15	11	34		1	3	13	81
Learning & Achievement								1	1
Legal & Governance		2							2
Leisure Centres and Sport	1			1		2			4
Library Services (Inc Having Museum)				2	1	2	1		6
Parks and Open Spaces (Inc allotments)	1	1	1	4		2	3		12
Planning & Building Control	1	7	2	10	2	3	3	1	29
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)		2	1	14		4	1	1	23
Registrar Services (Inc Birth, Death and Marriages)									0
Roads and Pavements (Inc Street Lighting)	7	2	7	19		1	8	3	47
Social Care Adults				3					3
Social Care Children's		1		4			2		7
Street Cleansing (Inc Trees)	1	2	4	22		9	3	3	44
Traffic and Parking Control	17	2	10	33	3	31	12	11	119
Transactional Services									0
Waste and Recycling	7	6	4	27		9	3	8	64
Total:	44	54	56	210	12	90	45	67	578

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