

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)

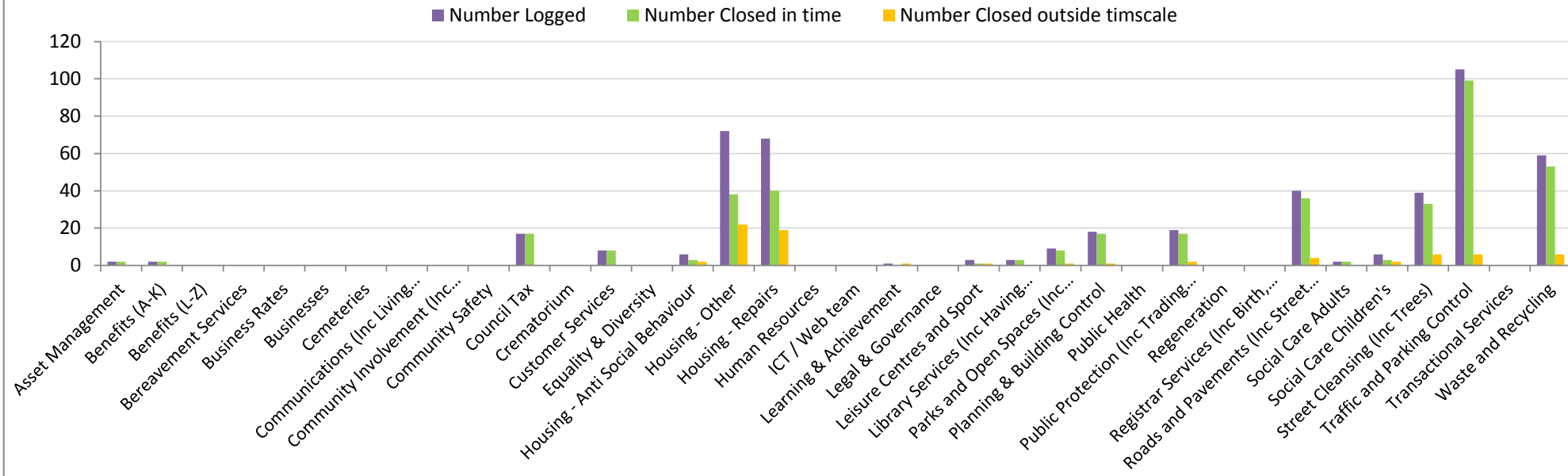
Senior Leadership Complaints team
 12th November 2018

Corporate Complaints Report - Quarter 2 July to September 2018

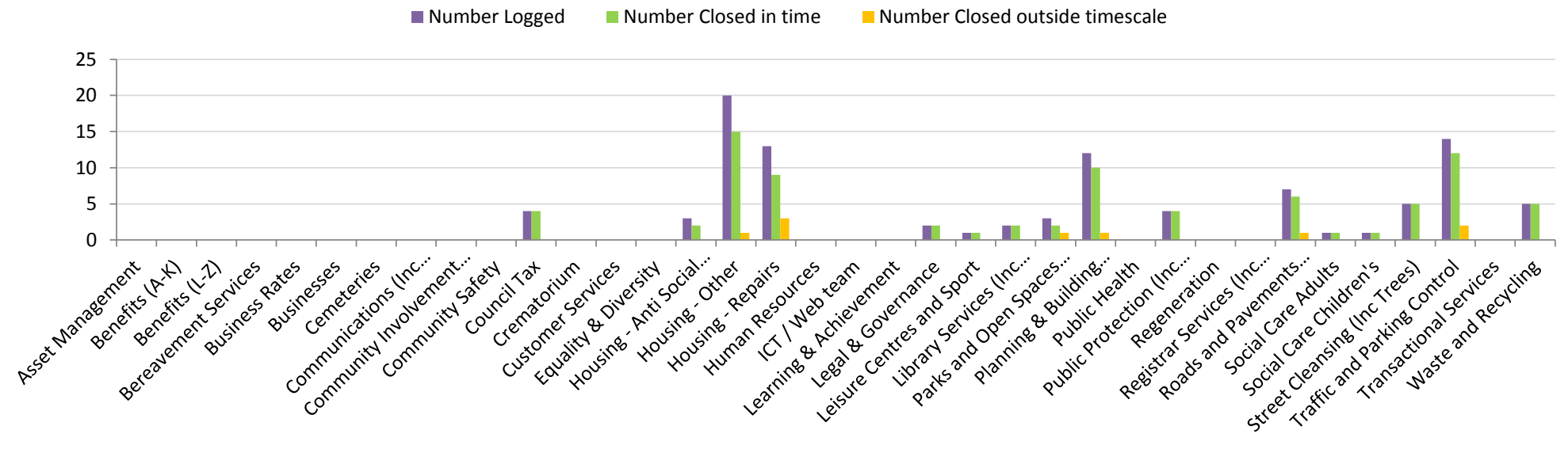
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	Stage 1					Stage 2				
	Number Logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	Still open
Art Services	1	1	100%			1	1	100%		
Asset Management	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

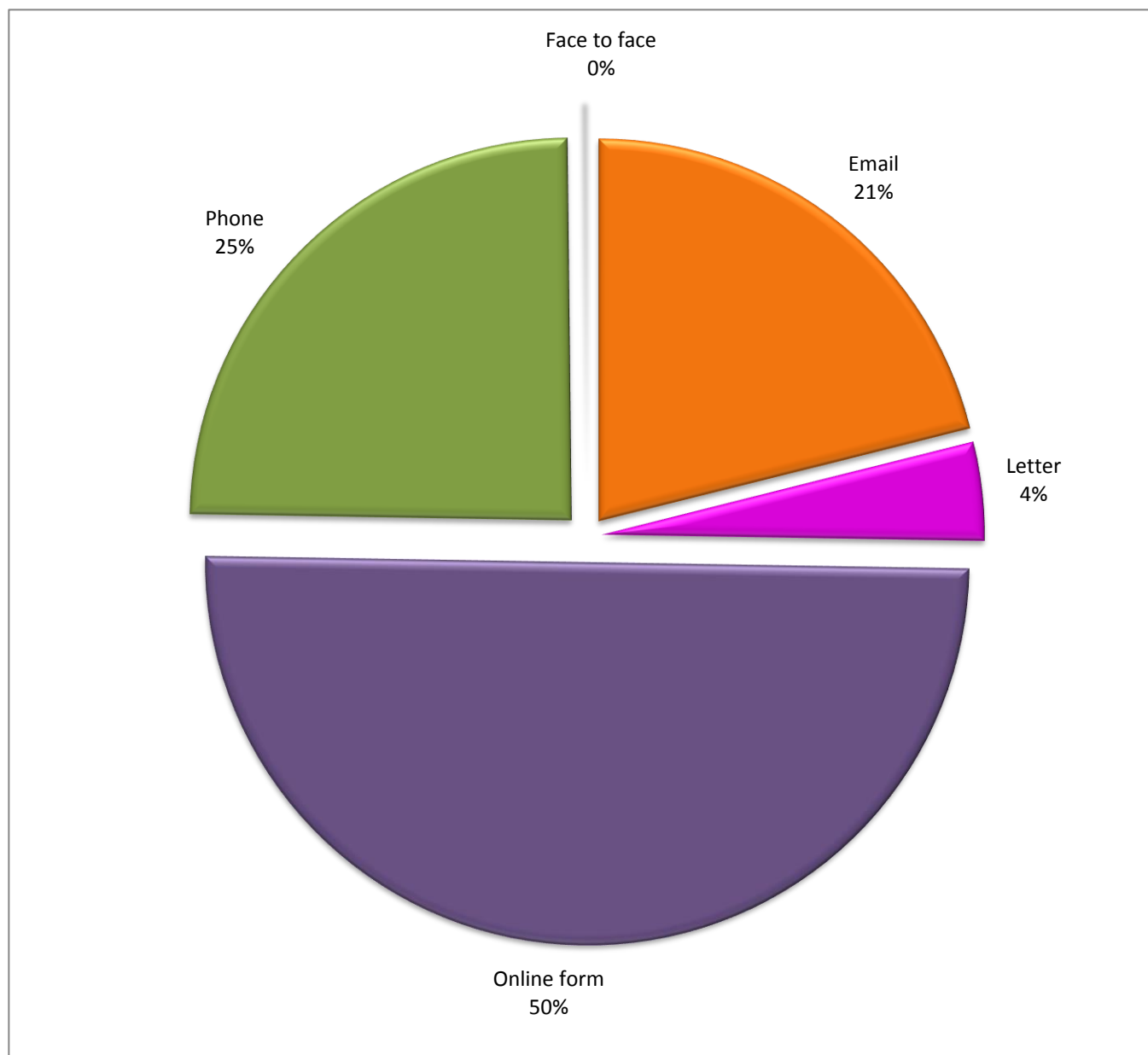
Stage 1 by Topic



Stage 2 by Topic



Quarter 1 Contact Type



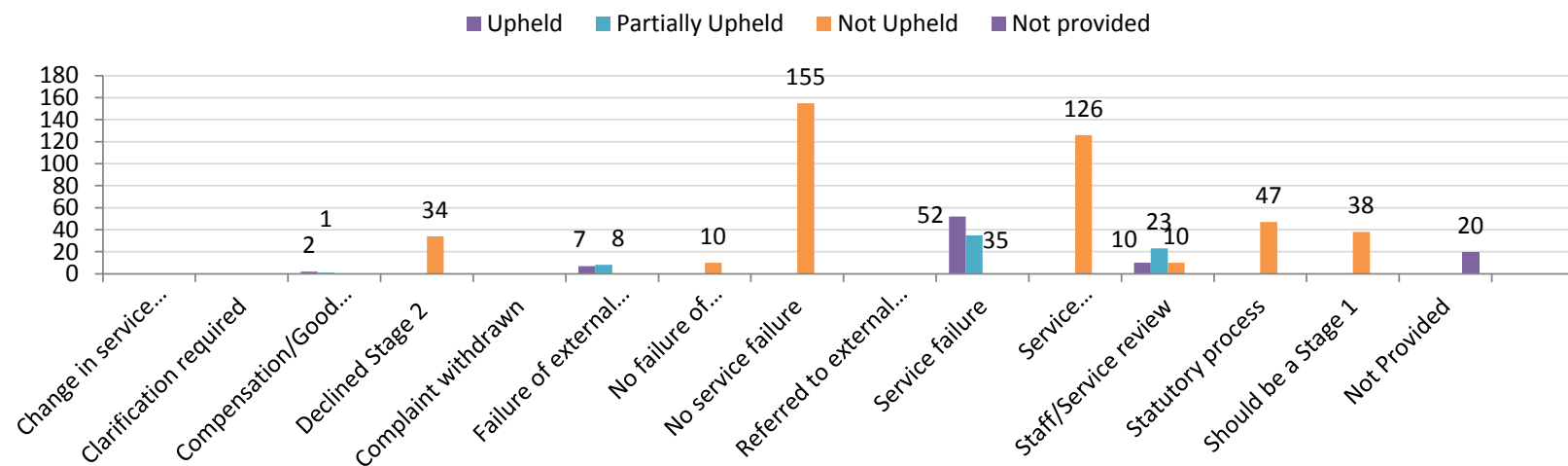
Corporate Complaints Report - Quarter 2 July to September 2018

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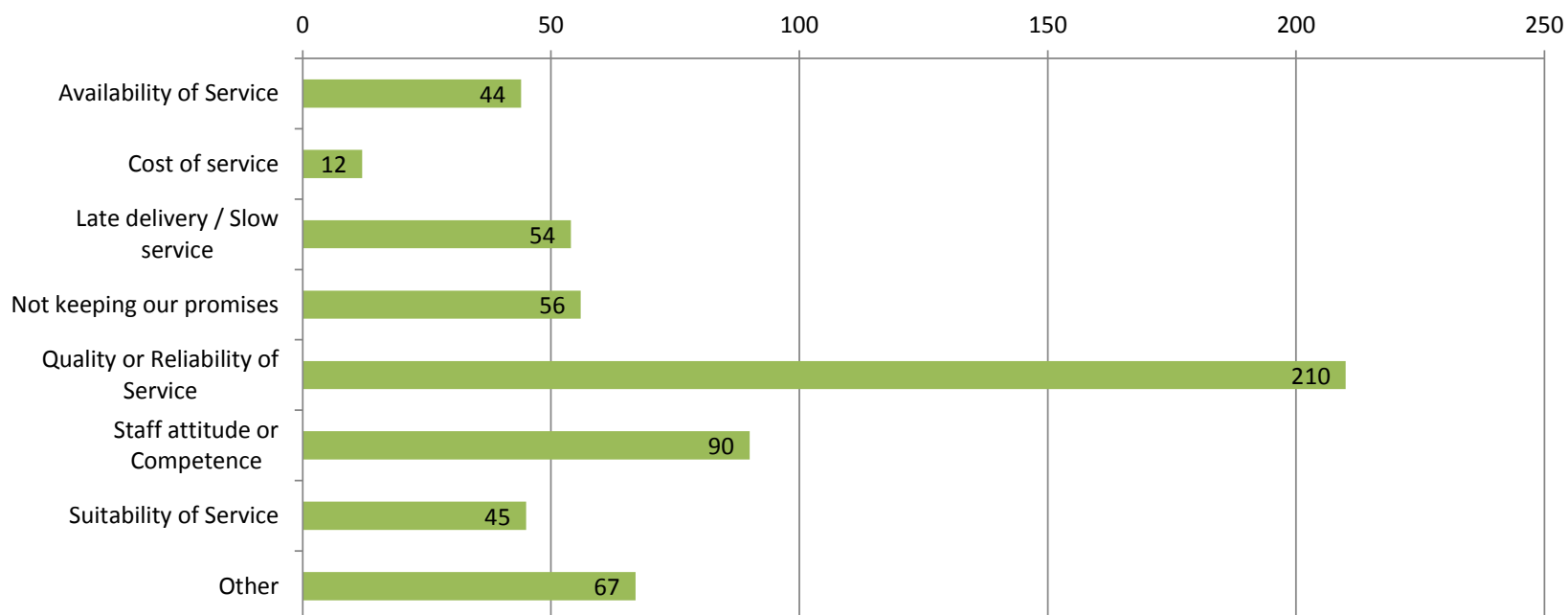
	Carry Over	July				August				September				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumulative*
Art Services	0	1	100%	1	100%									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	67%			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.

Complaint Outcomes (Quarter 2 - 2018)



Complaint Reasons (Quarter 2 - 2018)



Detailed Summary of Stage 3 Complaints recorded for Quarter 2 2018

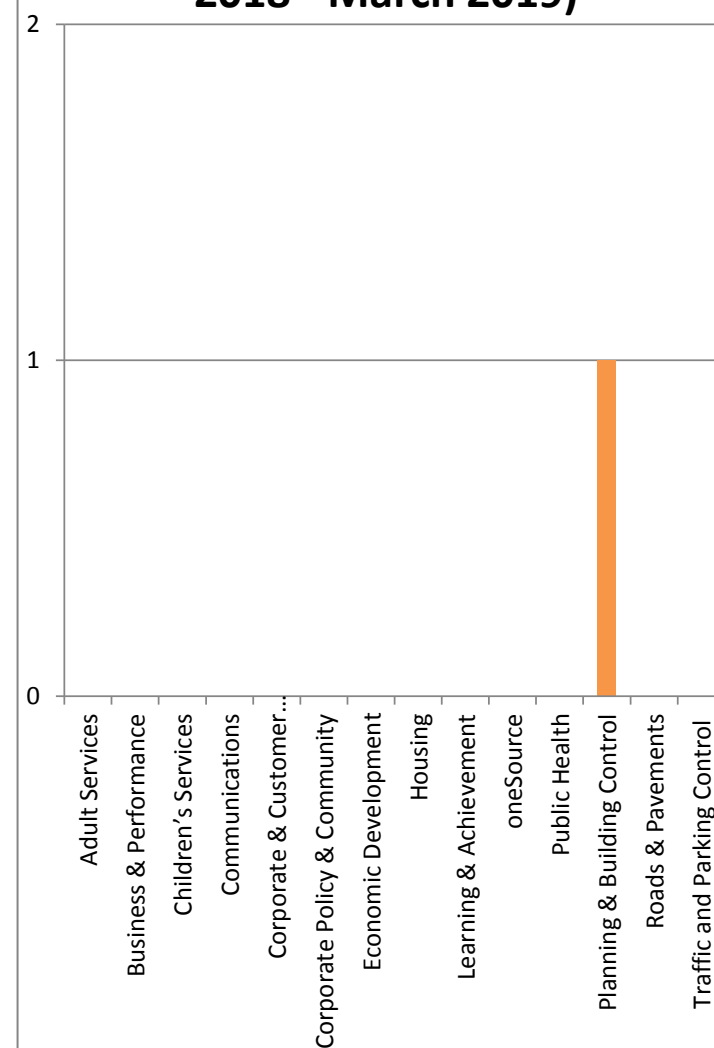
	Cumulative (April-Jun)	Jul-18	Aug-18	Sep-18	Total	Resolved within 31 Calendar
Planning & Building Control	0	1	0	0	0	0%
Total Logged	0	1	0	1	0	

Stage 3 - Cumulative Complaint Outcomes

**One Stage 3 case
Not Upheld
Planning & Building
Control**

- 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)



Corporate Complaints Report - Quarter 2 July to September 2018

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	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	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
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

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	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									
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.