

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 revision of timescales to the Corporate Complaints Policy and Procedure, with effect from 1st October 2018, we have to respond to Stage 1 complaints in 10 days, 25 days for a Stage 2 and 30 working 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 3 2018:

Stage 1 percentage to time overall	77% (315/411)
Stage 2 percentage to time	88% (61/69)
Stage 3 percentage to time	0% (No cases)

Performance for Quarter 3 2017:

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)

Performance for Quarter 2 2018:

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 closed in 33 days)

Performance for Quarter 1 2018:

Stage 1 percentage to time overall	92% (439/479)
Stage 2 percentage to time	88% (91/97)
Stage 3 percentage to time	0% (No cases)

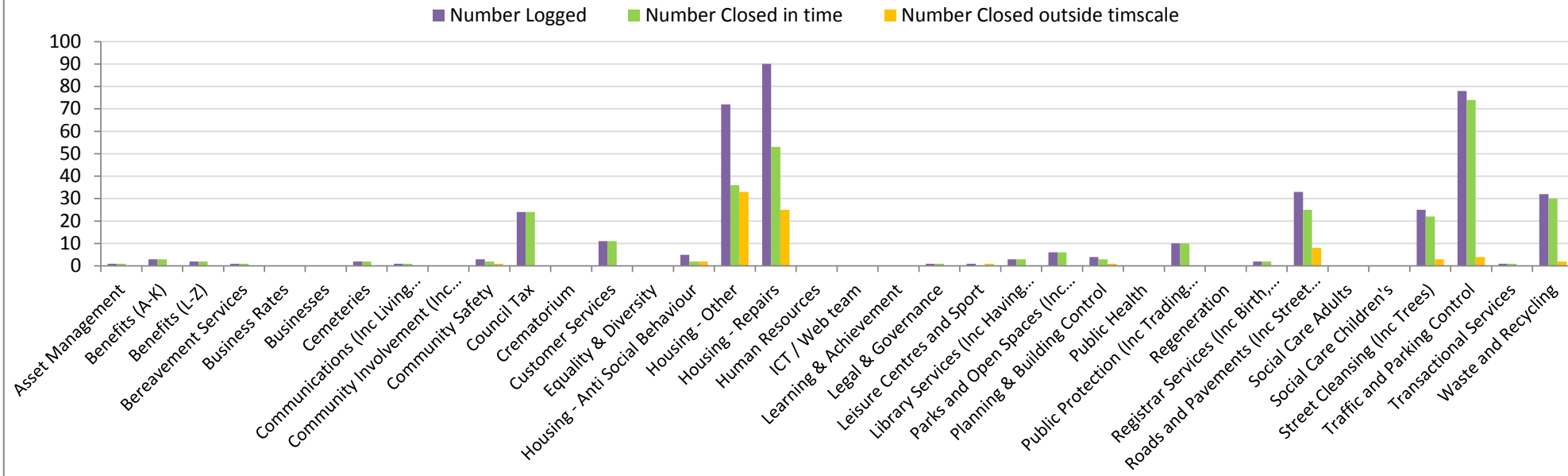
Senior Leadership Complaints team
 25th February 2019

Corporate Complaints Report - Quarter 3 October to December 2018

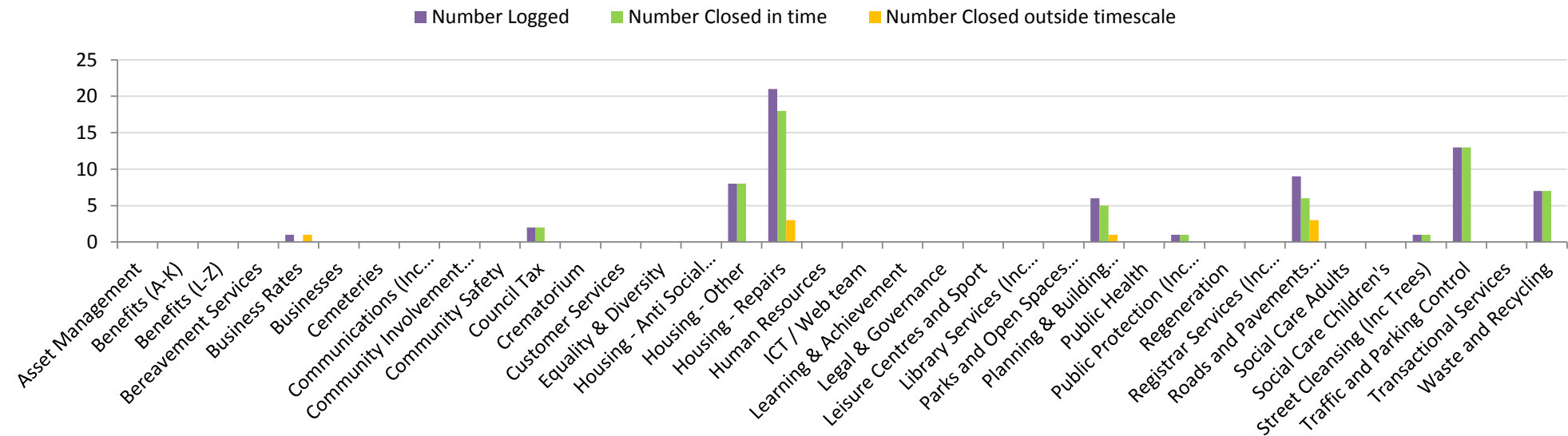
Appendix 1

	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										
Asset Management	1	1	100%							
Benefits (A-K)	3	3	100%							
Benefits (L-Z)	2	2	100%							
Bereavement Services	1	1	100%							
Business Rates						1	0	0%	1	
Businesses										
Cemeteries	2	2	100%							
Communications (Inc Living Magazine)	1	1	100%							
Community Involvement (Inc Volunteers)										
Community Safety	3	2	67%	1						
Council Tax	24	24	100%			2	2	100%		
Crematorium										
Customer Services	11	11	100%							
Equality & Diversity										
Housing - Anti Social Behaviour	5	2	40%	2	1					
Housing - Other	72	36	50%	33	3	8	8	100%		
Housing - Repairs	90	53	59%	25	12	21	18	86%	3	
Human Resources										
ICT / Web team										
Learning & Achievement										
Legal & Governance	1	1	100%							
Leisure Centres and Sport	1		0%	1						
Library Services (Inc Having Museum)	3	3	100%							
Parks and Open Spaces (Inc allotments)	6	6	100%							
Planning & Building Control	4	3	75%	1		6	5	83%	2	
Public Health										
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	10	10	100%			1	1	100%		
Regeneration										
Registrar Services (Inc Birth, Death and Marriages)	2	2	100%							
Roads and Pavements (Inc Street Lighting)	33	25	76%	8		9	6	67%	3	
Social Care Adults										
Social Care Children's										
Street Cleansing (Inc Trees)	25	22	88%	3		1	1	100%		
Traffic and Parking Control	78	74	95%	4		13	13	100%		
Transactional Services	1	1	100%							
Waste and Recycling	32	30	94%	2		7	7	100%		
Total	411	315	77%	80	16	69	61	88%	9	0

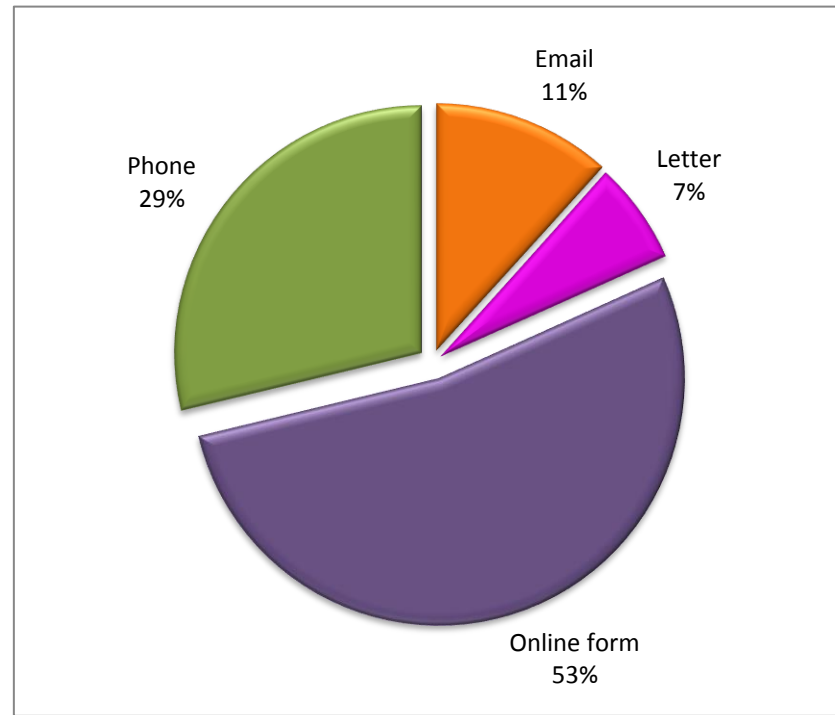
Stage 1 by Topic



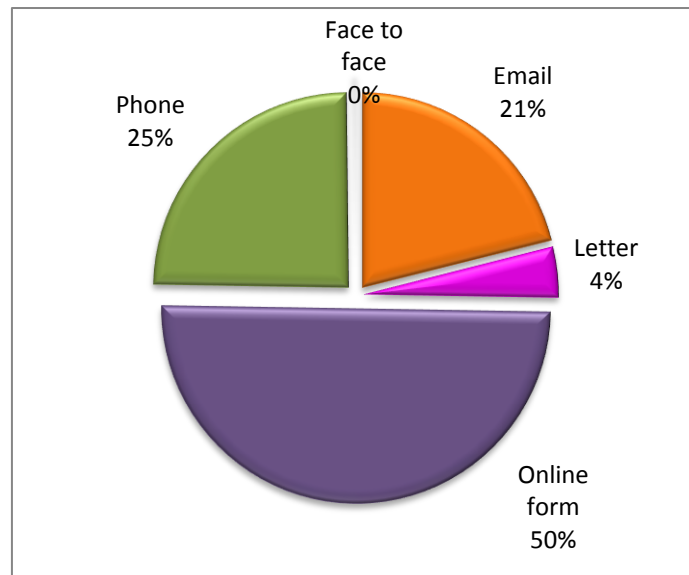
Stage 2 by Topic



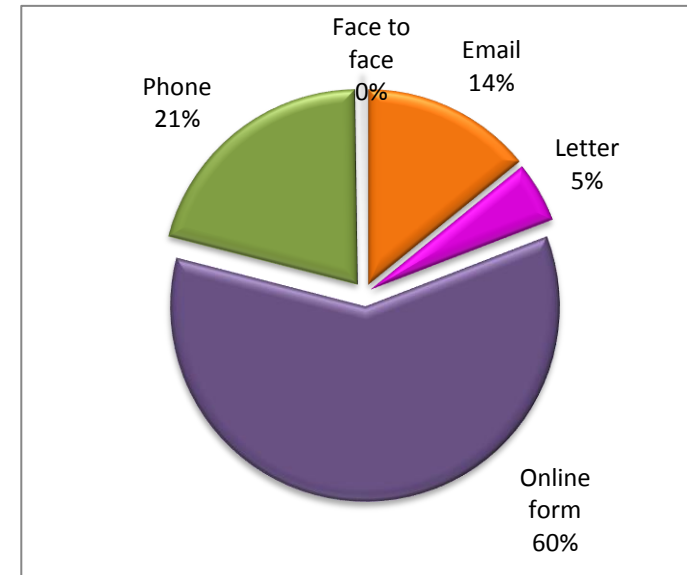
Quarter 3 Contact Type



Quarter 2 Contact Type



Quarter 3 2017 Contact Type



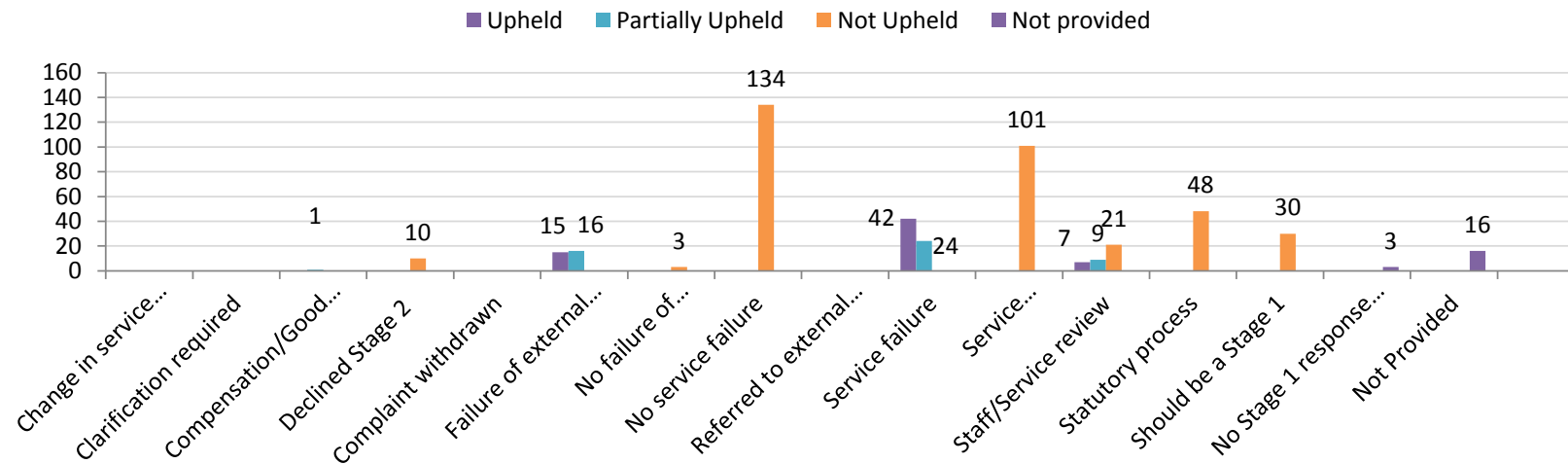
Corporate Complaints Report - Quarter 3 October to December 2018

Appendix 1

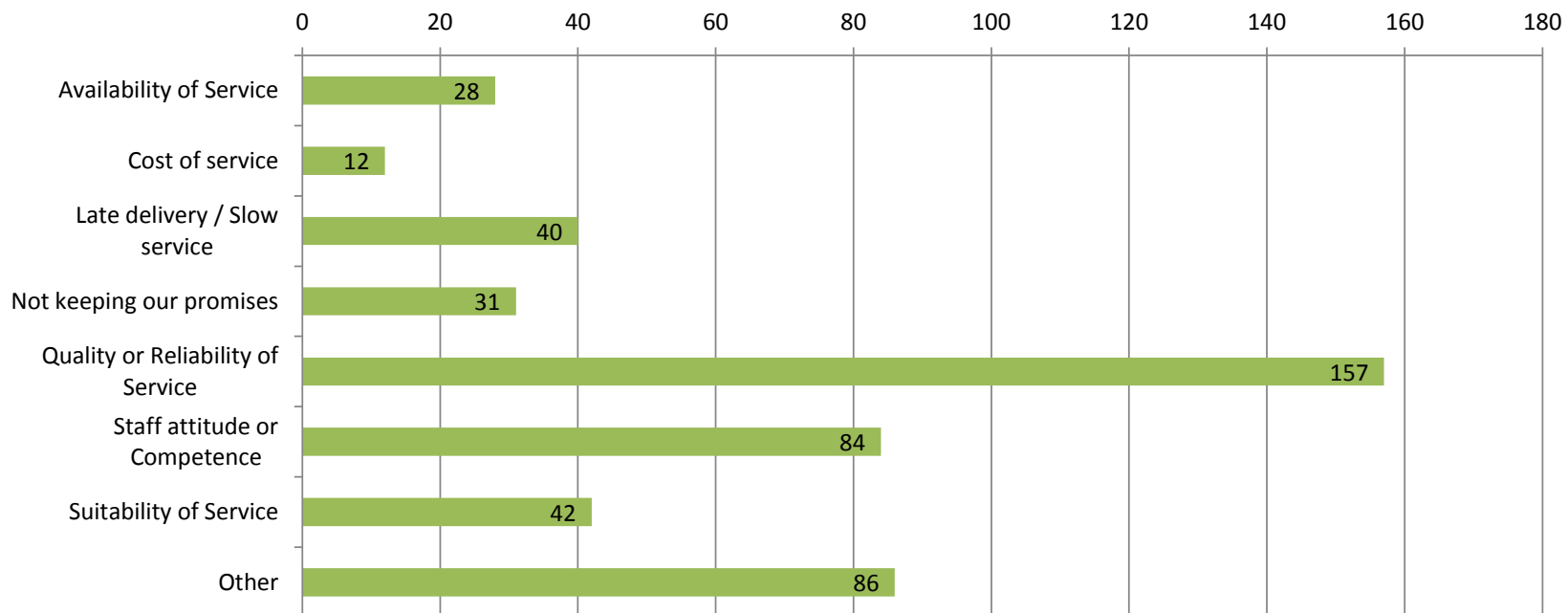
	Carry Over	October				November				December				Total
	Cumulative (Apr - Sept)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumulative*
Art Services	1													1
Asset Management	4									1	100%			5
Benefits (A-K)	2					1	100%			2	100%			5
Benefits (L-Z)	2	1	100%							1	100%			4
Bereavement Services	1					1	100%							2
Business Rates	0							1	0%					0
Businesses	0													0
Cemeteries	0	1	100%							1	100%			2
Communications (Inc Living	0	1	100%											1
Community Involvement (Inc	0													0
Community Safety	0	2	100%							1	100%			3
Council Tax	38	9	100%	1	100%	9	100%			6	100%	1	100%	62
Crematorium	1													1
Customer Services	18	5	100%			6	100%							29
Equality & Diversity	0													0
Housing - Anti Social Behaviour	15	2	0%			2	50%			1	100%			20
Housing - Other	138	36	58%	3	100%	21	48%	3	100%	15	33%	2	100%	210
Housing - Repairs	133	20	60%	7	100%	36	67%	5	80%	34	50%	9	78%	223
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	1													1
Legal & Governance	4									1	100%			5
Leisure Centres and Sport	4									1	0%			5
Library Services (Inc Having	8					2	100%			1	100%			11
Parks and Open Spaces (Inc	23	4	100%			1	100%			1	100%			29
Planning & Building Control	33	2	50%	2	50%	2	100%	3	100%		100%	1	100%	37
Public Health	0													0
Public Protection (Inc Trading	31	5	100%	1	100%	3	100%			2	100%			41
Regeneration	0													0
Registrar Services (Inc Birth,	4					2	100%							6
Roads and Pavements (Inc Street	83	9	56%	5	40%	14	71%	3	100%	10	100%	1	100%	116
Social Care Adults	3													3
Social Care Children's	7		57%											7
Street Cleansing (Inc Trees)	69	11	82%	1	100%	6	83%			8	100%			94
Traffic and Parking Control	193	26	85%	4	100%	29	100%	6	100%	23	100%	3	100%	271
Transactional Services	1					1	100%							2
Waste and Recycling	115	11	82%	3	100%	11	100%	3	100%	10	100%	1	100%	147
Stage 1 Logged (Total)	932	145				147				119				1343
Completed in 15 days (%)	87%		73%				80%				76%			
Stage 2 logged (Total)	190			27				24				18		259
Completed in 20 days (%)	78%				85%				92%				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.

Complaint Outcomes (Quarter 3 - 2018)



Complaint Reasons (Quarter 3 - 2018)



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	5	0.31%	0	1	1	2	0	0	0	0	1			
Benefits (A-K)	6	0.37%	0	1	0	1	1	0	0	1	2			
Benefits (L-Z)	6	0.37%	1	0	2	1	0	0	1	0	1			
Bereavement Services	3	0.19%	0	1	0	0	1	0	0	1	0			
Business Rates	1	0.06%	0	0	0	0	0	0	0	1	0			
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0			
Cemeteries	2	0.12%	0	0	0	0	0	0	1	0	1			
Communications (Inc Living	1	0.06%	0	0	0	0	0	0	1	0	0			
Community Involvement (Inc	0	0.00%	0	0	0	0	0	0	0	0	0			
Community Safety	3	0.19%	0	0	0	0	0	0	2	0	1			
Council Tax	53	3.31%	6	15	6	0	0	0	10	9	7			
Crematorium	22	1.37%	0	1	0	8	7	6	0	0	0			
Customer Services	22	1.37%	3	5	3	0	0	0	5	6	0			
Equality & Diversity	8	0.50%	0	0	0	4	3	1	0	0	0			
Havering Music School	0	0.00%	0	0	0	0	0	0	0	0	0			
Housing - Anti Social Behaviour	17	1.06%	2	6	4	0	0	0	2	2	1			
Housing - Other	149	9.30%	24	29	31	2	5	2	39	0	17			
Housing - Repairs	265	16.54%	37	26	16	19	44	29	27	24	43			
Human Resources	122	7.62%	0	0	0	30	20	31	0	41	0			
ICT / Web team	0	0.00%	0	0	0	0	0	0	0	0	0			
Learning & Achievement	1	0.06%	0	0	0	0	0	1	0	0	0			
Legal & Governance	7	0.44%	2	0	2	2	0	0	0	0	1			
Leisure Centres and Sport	7	0.44%	1	1	0	1	1	2	0	0	1			
Library Services (Inc Having	13	0.81%	1	2	2	1	0	4	0	2	1			
Parks and Open Spaces (Inc	34	2.12%	7	6	3	7	2	3	4	1	1			
Planning & Building Control	63	3.93%	6	12	5	6	13	11	4	5	1			
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0			
Public Protection (Inc Trading	48	3.00%	4	4	6	6	8	9	6	3	2			
Regeneration	0	0.00%	0	0	0	0	0	0	0	0	0			
Registrar Services (Inc Birth, Death	7	0.44%	0	4	1	0	0	0	0	2	0			
Roads and Pavements (Inc Street	135	8.43%	18	22	6	15	17	15	14	17	11			
Social Care Adults	4	0.25%	0	1	0	2	1	0	0	0	0			
Social Care Children's	10	0.62%	1	1	1	3	4	0	0	0	0			
Street Cleansing (Inc Trees)	101	6.30%	9	9	13	12	20	12	12	6	8			
Traffic and Parking Control	317	19.79%	29	48	30	43	40	36	30	35	26			
Transactional Services	2	0.12%	1	0	0	0	0	0	0	1	0			
Waste and Recycling	168	10.49%	15	18	32	24	20	20	14	14	11			
Total Complaints logged	1602		167	213	164	189	207	182	172	171	137	0	0	0
Overall % of complaints 1&2 completed within time			91%			80%			78%			#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
Art Services									0
Asset Management				1					1
Benefits (A-K)		1			1			1	3
Benefits (L-Z)				1				1	2
Bereavement Services					1				1
Business Rates						1			1
Cemeteries								1	1
Communications (Inc Living Magazine)		1							1
Council Tax	4		1	7	2	5	2	5	26
Crematorium				1					1
Customer Services		1		2	1	3	1	3	11
Community Safety		1						2	3
Housing - Anti Social Behaviour	2	1				1		1	5
Housing - Other	2	5	4	17	1	16	4	31	80
Housing - Repairs	4	18	12	50	2	8	4	13	111
Learning & Achievement									0
Legal & Governance								1	1
Leisure Centres and Sport								1	1
Library Services (Inc Having Museum)	1			1		1			3
Parks and Open Spaces (Inc allotments)				1		3	1	1	6
Planning & Building Control			1	5		3	1	1	11
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	1	1		2		3	3		10
Registrar Services (Inc Birth, Death and Marriages)				2					2
Roads and Pavements (Inc Street Lighting)	2	3	5	16		2	10	4	42
Social Care Adults									0
Social Care Children's									0
Street Cleansing (Inc Trees)	2	2	4	5		4	6	3	26
Traffic and Parking Control	7	2	1	30	2	27	8	14	91
Transactional Services				1					1
Waste and Recycling	3	4	3	15	2	7	2	3	39
Total:	28	40	31	157	12	84	42	86	480

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