

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.

The Corporate Complaints Policy and Procedure sets out timescales in which we have to respond to a complaint; 10 working days for Stage 1 and 25 working days for Stage 2. Following a review of the Complaint Policy and Procedure these targets were amended on 1st October 2018 from 15 working days at Stage 1 and 20 working days at Stage 2.

Stage 3 (Adjudication and Review) also has a target; this is now 30 working days.

The target to achieve for both Stage 1 and Stage 2 responses and is 95% to time.

The following performance figures relate to complaints under the process.

Information on the following pages show:

- 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 compared with those closed within time.
- The method of contact by our customers
- 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 2018/19 (in short) is therefore:

Stage 1 received	1842
Stage 1 percentage to time overall	82% (1515)
Percentage where escalation to Stage 2	

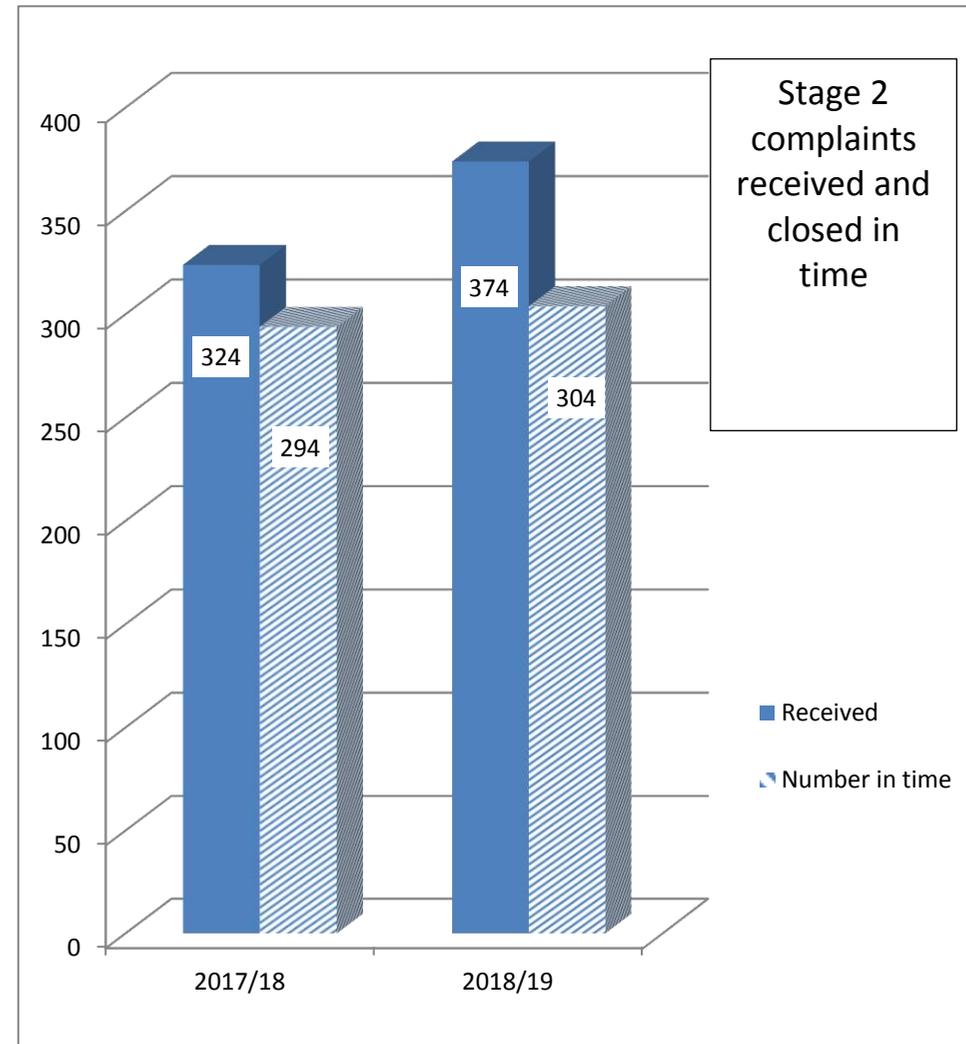
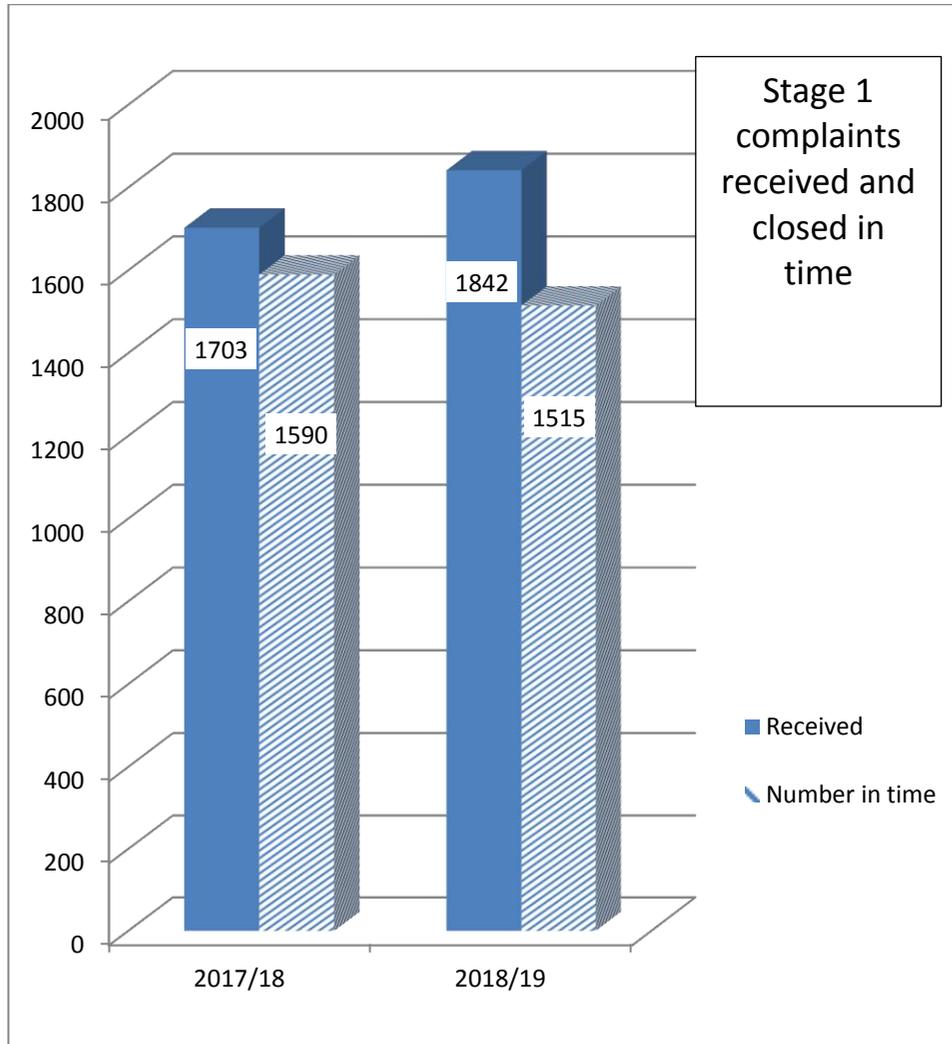
Stage 2 received	374
Stage 2 percentage to time overall	81% (304)
Percentage escalated to Stage 3	0.27%

Stage 3 received	1
Stage 3 percentage to time overall	0%
Stage 1 & Stage 2 cumulative % to time	82%

Corporate Complaints Year End Report 2018/19

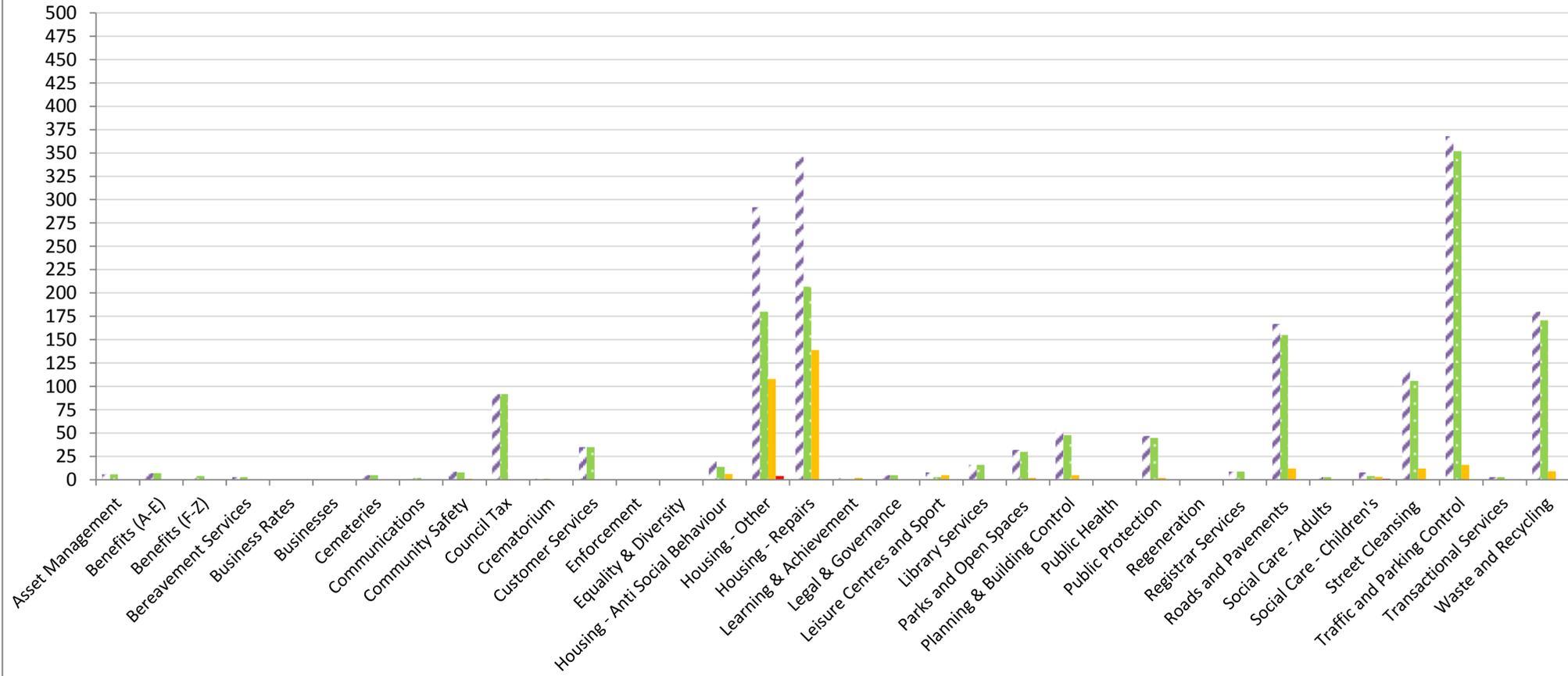
	Stage 1			Stage 2		
	Number Logged	Closed in time	% in time	Number Logged	Closed in time	% in time
Art Services	1	1	100%	1	1	100%
Asset Management	6	6	100%	1	1	100%
Benefits (A-E)	7	7	100%			
Benefits (F-Z)	4	4	100%	4	4	100%
Bereavement Services	3	3	100%			
Business Rates				1	0	0%
Businesses						
Cemeteries	5	5	100%			
Communications (Inc Living Magazine)	2	2	100%			
Community Safety	9	8	89%			
Council Tax	92	92	100%	21	20	95%
Crematorium	1	1	100%			
Customer Services	35	35	100%	1	1	100%
Dev & Transport Planning						
Enforcement						
Equality & Diversity						
Housing - Anti Social Behaviour	20	14	70%	6	5	83%
Housing - Other	292	180	62%	68	47	69%
Housing - Repairs	346	207	60%	76	57	75%
Learning & Achievement	2	0	0%			
Legal & Governance	5	5	100%	2	2	100%
Leisure Centres and Sport	8	3	38%	2	2	100%
Library Services (Inc Having Museum)	16	16	100%	2	2	100%
Parks and Open Spaces (Inc allotments)	32	30	94%	5	3	60%
Planning & Building Control	53	48	91%	29	23	79%
Public Health						
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	47	45	96%	11	10	91%
Regeneration						
Registrar Services (Inc Birth, Death and Marriages)	9	9	100%	1	1	100%
Roads and Pavements (Inc Street Lighting)	167	155	93%	34	29	85%
Social Care Adults	3	3	100%	2	2	100%
Social Care Children's	8	4	50%	5	3	60%
Street Cleansing (Inc Trees)	118	106	90%	11	11	100%
Traffic and Parking Control	368	352	96%	65	55	85%
Transactional Services	3	3	100%	1	1	100%
Waste and Recycling	180	171	95%	25	24	96%
Total	1842	1515	82%	374	304	81%

Corporate Complaints Year End Report 2018/19



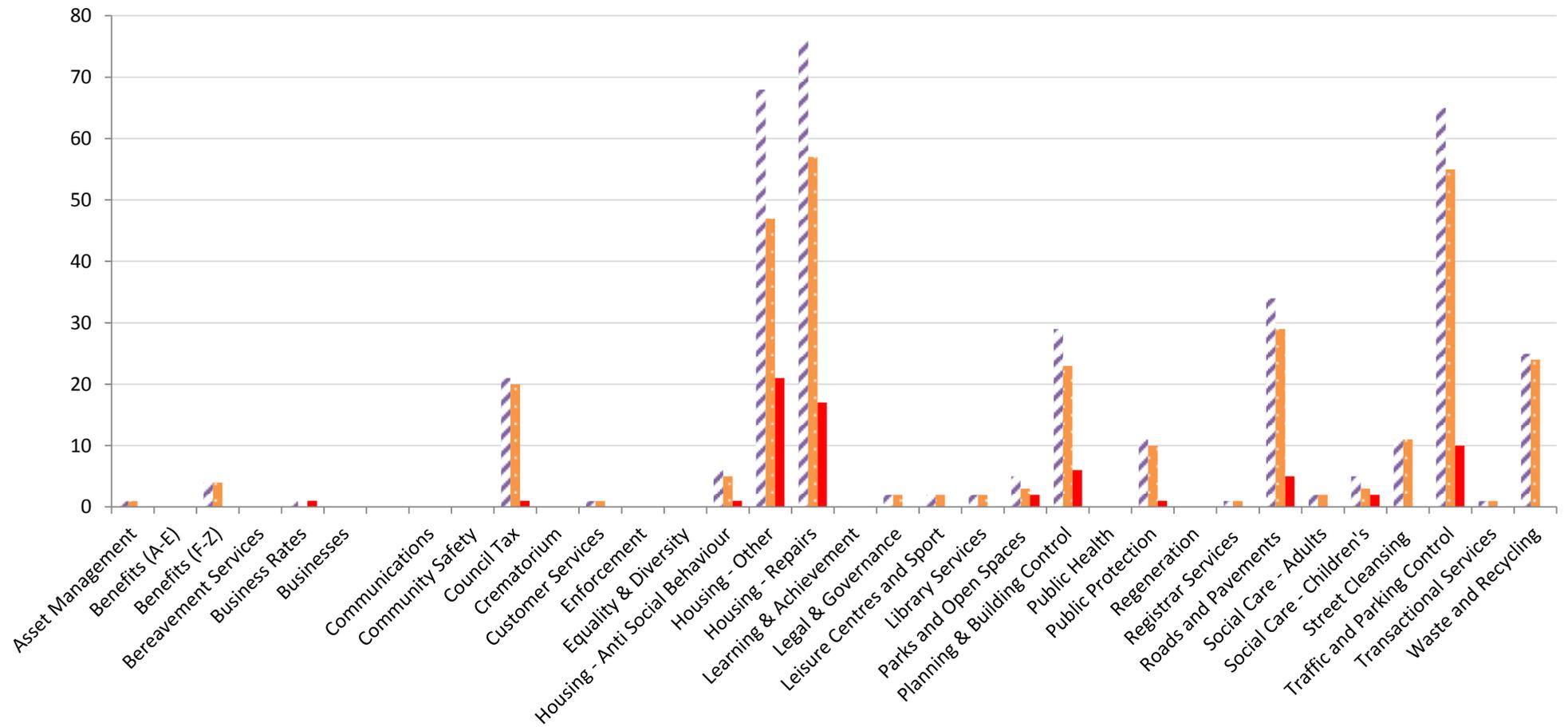
Stage 1 by Topic 2018/19

Number Logged Number Closed in time

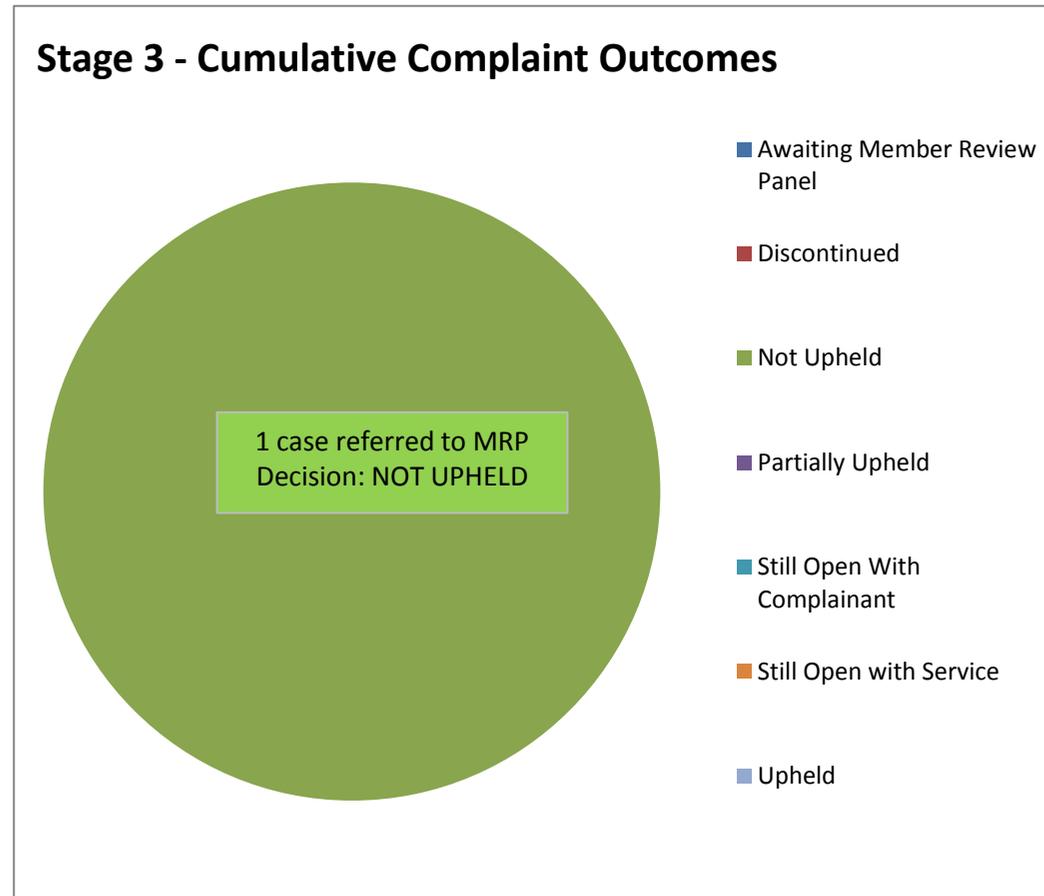
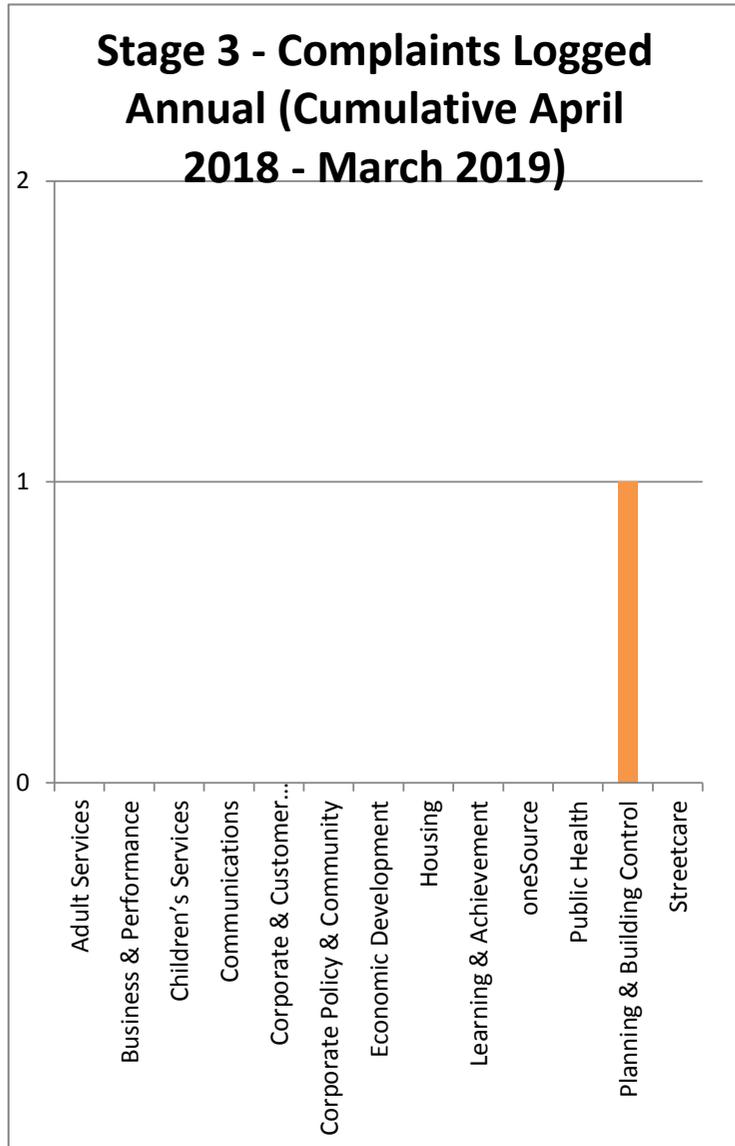


Stage 2 by Topic 2018/19

Number Logged Number Closed in time



Summary of Stage 3 Complaints

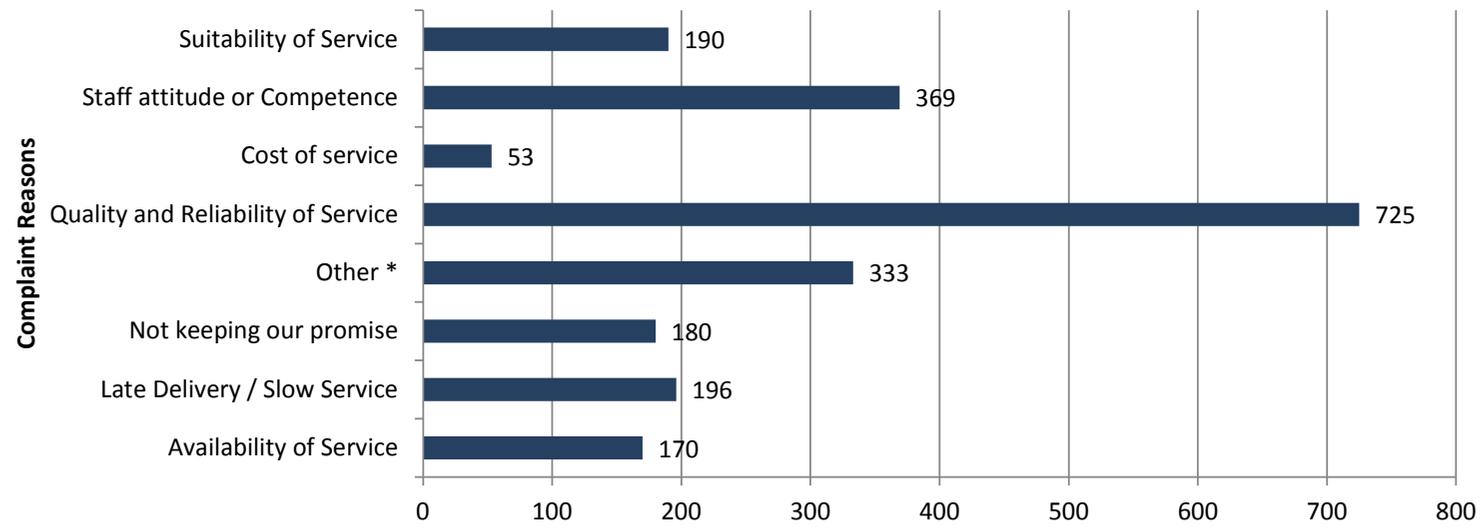


Corporate Complaints Year End Report 2018/19

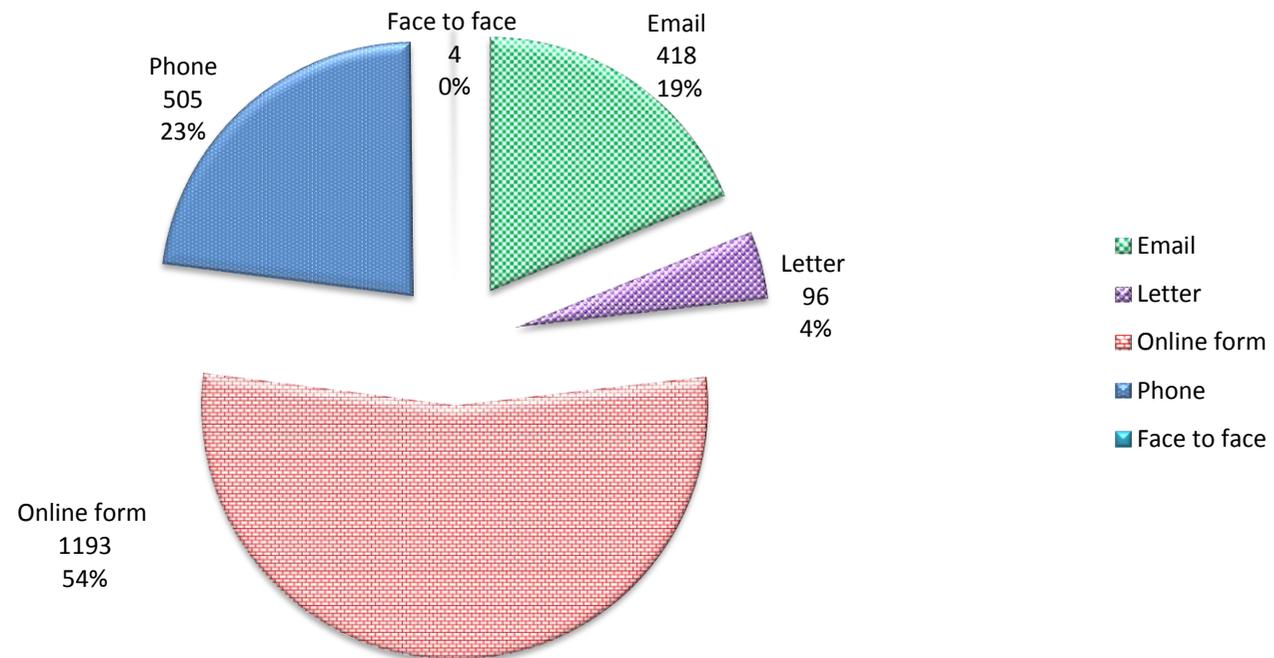
Table below shows all corporate complaint stage 1 &2 figures logged between April '18 and March '19

	Cumulative numbers logged April 16-March17 (Stage 1&2)	% of total	Complaints logged by month												
			April '18	May '18	June '18	July '18	August '18	September '18	October '18	November '18	December '18	January '19	February '19	March '19	
Art Services	2	0.09%	0	0	0	2	0	0	0	0	0	0	0	0	0
Asset Management	7	0.32%	0	1	1	1	1	0	0	0	0	1	0	1	1
Benefits (A-K)	6	0.27%	0	1	0	1	0	0	0	0	1	2	1	0	0
Benefits (L-Z)	9	0.41%	1	0	2	0	1	0	1	0	1	1	1	2	0
Bereavement Services	3	0.14%	0	1	0	0	0	0	0	0	1	0	0	0	1
Business Rates	1	0.05%	0	0	0	0	0	0	0	0	1	0	0	0	0
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Cemeteries	5	0.23%	0	0	0	0	0	0	1	0	1	1	0	0	2
Communications (Inc Living	2	0.09%	0	0	0	0	0	0	1	0	0	1	0	0	0
Community Involvement (Inc	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Safety	9	0.41%	0	0	0	0	0	0	2	0	1	0	0	0	6
Council Tax	113	5.10%	6	15	6	8	7	6	10	9	7	21	8	10	
Crematorium	1	0.05%	0	1	0	0	0	0	0	0	0	0	0	0	0
Customer Services	36	1.62%	3	5	3	4	3	1	5	6	0	4	2	0	
Equality & Diversity	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Havering Music School	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Housing - Anti Social Behaviour	26	1.17%	2	6	4	2	5	2	2	2	1	0	0	0	0
Housing - Other	360	16.25%	24	29	31	19	44	29	39	24	17	31	41	32	
Housing - Repairs	422	19.04%	37	26	16	30	20	31	27	41	43	69	51	31	
Human Resources	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Learning & Achievement	2	0.09%	0	0	0	0	0	1	0	0	0	1	0	0	0
Legal & Governance	7	0.32%	2	0	2	2	0	0	0	0	1	0	0	0	0
Leisure Centres and Sport	10	0.45%	1	1	0	1	1	2	0	0	1	1	1	1	1
Library Services (Inc Having	18	0.81%	1	2	2	1	0	4	0	2	1	3	1	1	1
Parks and Open Spaces (Inc	37	1.67%	7	6	3	7	2	3	4	1	1	0	0	0	3
Planning & Building Control	82	3.70%	6	12	5	6	13	11	4	5	1	10	3	6	
Public Health	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Public Protection (Inc Trading	58	2.62%	4	4	6	6	8	9	6	3	2	2	3	5	
Regeneration	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0
Registrar Services (Inc Birth, Death	10	0.45%	0	4	1	0	0	0	0	2	0	1	2	0	
Roads and Pavements (Inc Street	201	9.07%	18	22	6	15	17	15	14	17	11	17	22	27	
Social Care Adults	5	0.23%	0	1	0	2	1	0	0	0	0	0	1	0	
Social Care Children's	13	0.59%	1	1	1	3	4	0	0	0	0	1	1	1	
Street Cleansing (Inc Trees)	129	5.82%	9	9	13	12	20	12	12	6	8	13	5	10	
Traffic and Parking Control	433	19.54%	29	48	30	43	40	36	30	35	26	40	37	39	
Transactional Services	4	0.18%	1	0	0	0	0	0	0	1	0	0	0	0	2
Waste and Recycling	205	9.25%	15	18	32	24	20	20	14	14	11	12	9	16	
Total complaints logged	2216	100.00%	167	213	164	189	207	182	172	171	137	230	190	194	
Overall % of complaints 1&2 completed within time		82%	91%			80%			78%			79%			

Complaint Reasons



Contact Type



Outcome of Complaints

