

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 1 2018:	
Stage 1 percentage to time overall (427/452)	95%
Stage 2 percentage to time (67/92)	73%
Stage 3 percentage to time (No cases)	0%

Performance for Quarter 3 2018:	
Stage 1 percentage to time overall (315/411)	77%
Stage 2 percentage to time (61/69)	88%
Stage 3 percentage to time (No cases)	0%

Performance for Quarter 1 2019:	
Stage 1 percentage to time overall (469/490)	96%
Stage 2 percentage to time (75/84)	89%
Stage 3 percentage to time (No cases)	%
Stage 1 & 2 cumulative score (544/574)	95%

Performance for Quarter 4 2018:	
Stage 1 percentage to time overall (390/499)	78%
Stage 2 percentage to time (93/115)	81%
Stage 3 percentage to time	0%

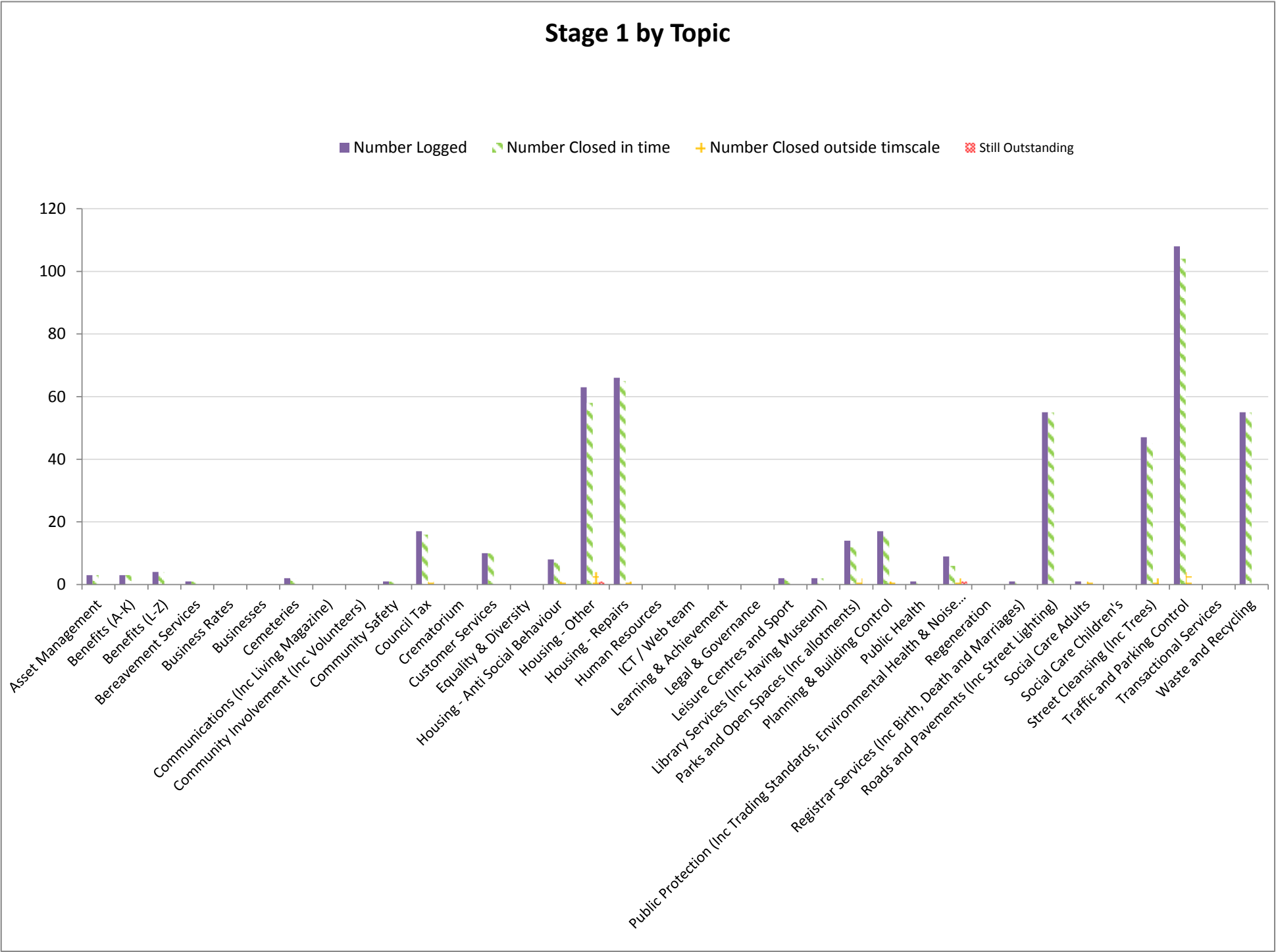
Performance for Quarter 2 2018:	
Stage 1 percentage to time overall 80% (383/480)	
Stage 2 percentage to time 84% (82/98)	
Stage 3 percentage to time (One case)	0%

Senior Leadership Support team
8th August 2019

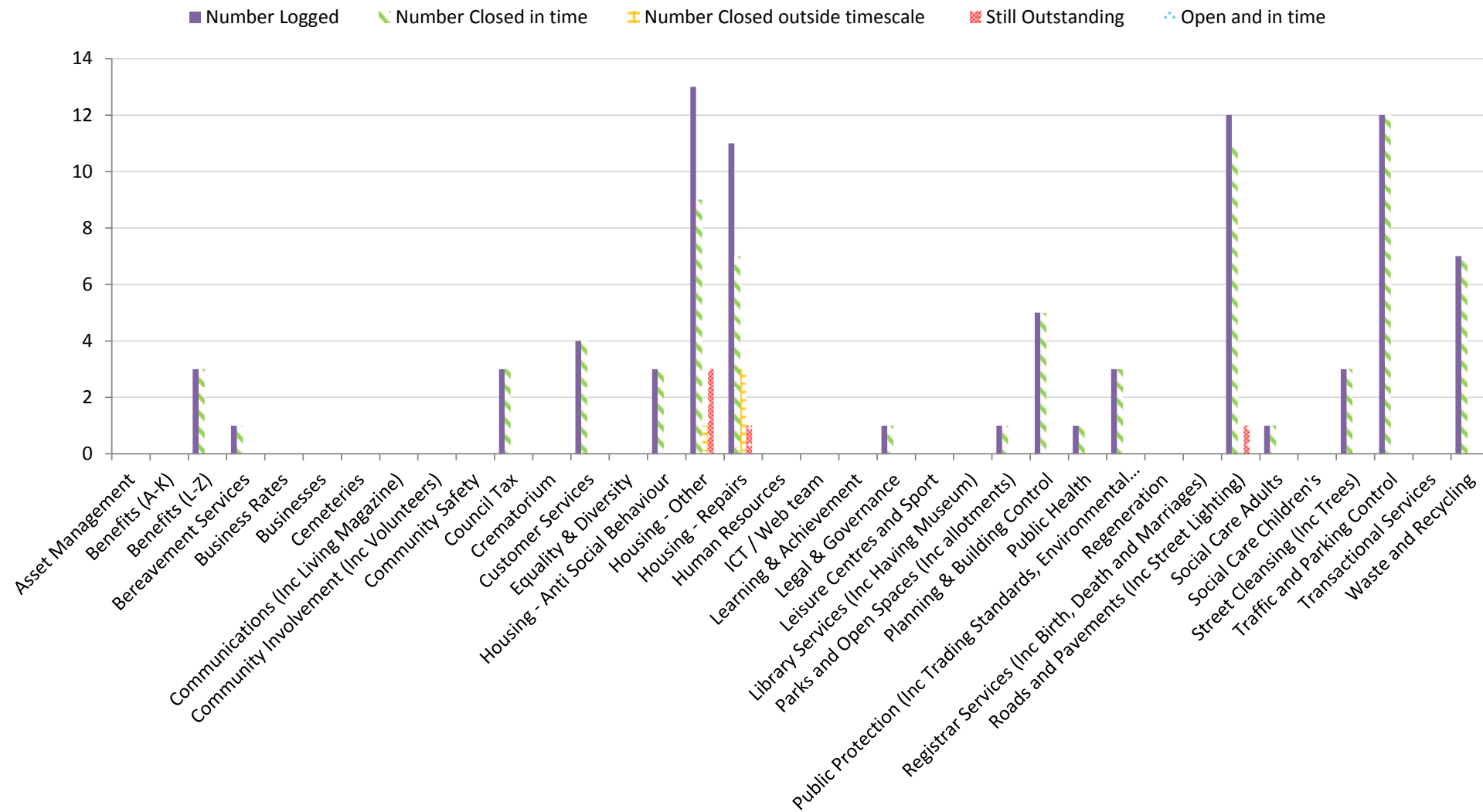
Corporate Complaints Report - Quarter 1 - April to June 2019

Appendix 1

	Stage 1					Stage 2					
	Number Logged	Closed in 10 days	Closed in 10 days (%)	Closed over 10 days	Still open	Number Logged	Closed in 25 days	Closed in 25 days (%)	Closed over 25 days	Still open	Still open and in time
Asset Management	3	3	100%								
Benefits (A-K)	3	3	100%								
Benefits (L-Z)	4	4	100%			3	3	100%			
Bereavement Services	1	1	100%			1	1	100%			
Business Rates											
Businesses											
Cemeteries	2	2	100%								
Communications (Inc Living Magazine)											
Community Involvement (Inc Volunteers)											
Community Safety	1	1	100%								
Council Tax	17	16	94%	1		3	3	100%			
Crematorium											
Customer Services	10	10	100%			4	4	100%			
Equality & Diversity											
Housing - Anti Social Behaviour	8	7	88%	1		3	3	100%			
Housing - Other	63	58	92%	5		13	9	69%	3	1	
Housing - Repairs	66	65	98%	1		11	7	64%	4		
Human Resources											
ICT / Web team											
Learning & Achievement											
Legal & Governance						1	1	100%			
Leisure Centres and Sport	2	2	100%								
Library Services (Inc Having Museum)	2	2	100%								
Parks and Open Spaces (Inc allotments)	14	12	86%	2		1	1	100%			
Planning & Building Control	17	16	94%	1		5	5	100%			
Public Health	1	1	100%			1	1	100%			
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	9	6	67%	3		3	3	100%			
Regeneration											
Registrar Services (Inc Birth, Death and Marriages)	1	1	100%								
Roads and Pavements (Inc Street Lighting)	55	55	100%			12	11	92%	1		
Social Care Adults	1		0%	1		1	1	100%			
Social Care Children's											
Street Cleansing (Inc Trees)	47	45	96%	2		3	3	100%			
Traffic and Parking Control	108	104	96%	4		12	12	100%			
Transactional Services											
Waste and Recycling	55	55	100%			7	7	100%			
Total	490	469	96%	21	0	84	75	89%	8	1	0

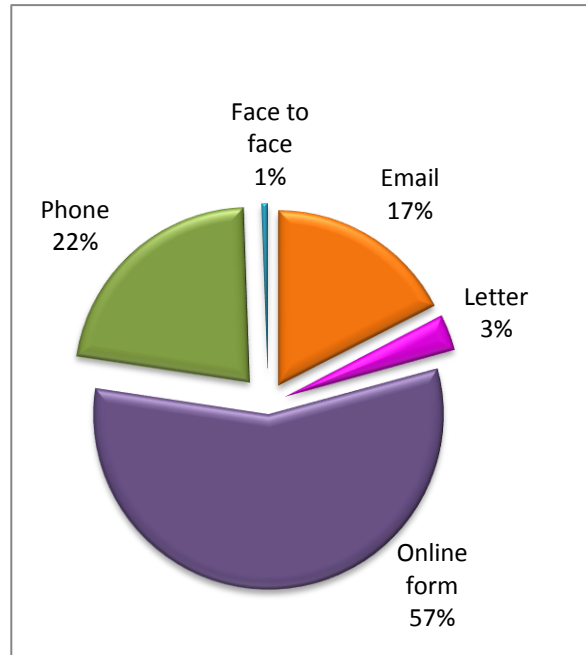


Stage 2 by Topic

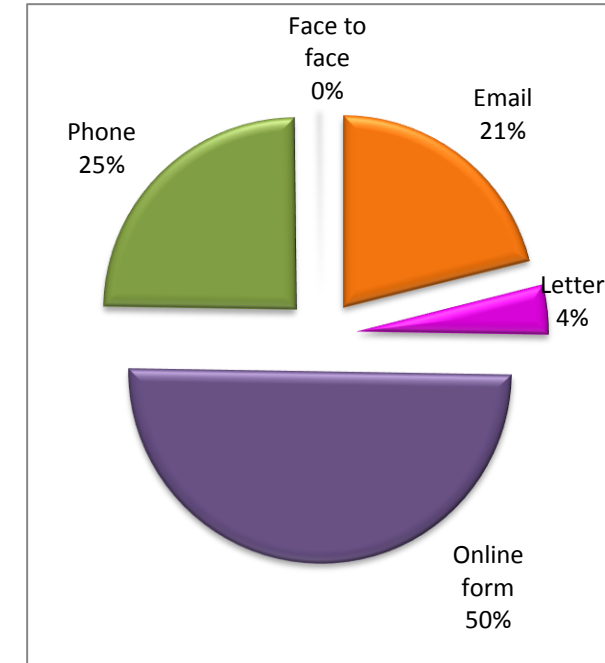


Contact Type

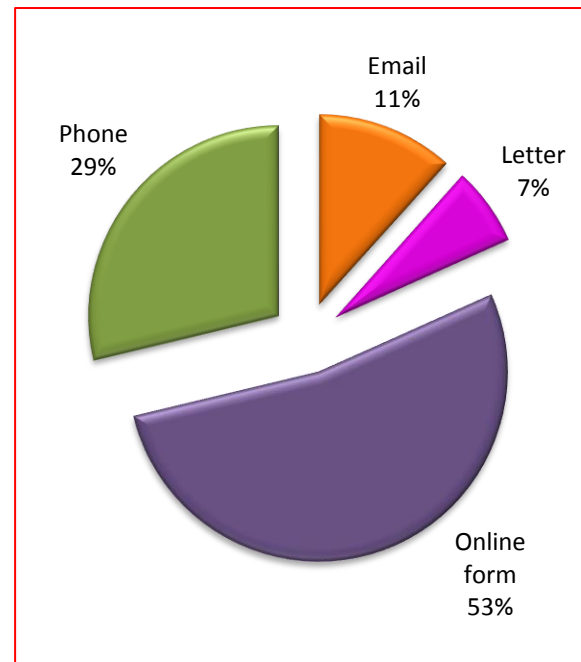
Quarter 1 2018/19



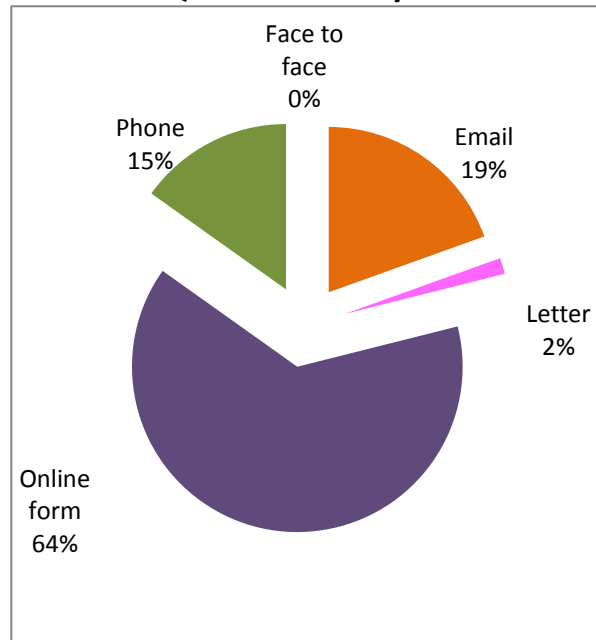
Quarter 2 2018/19



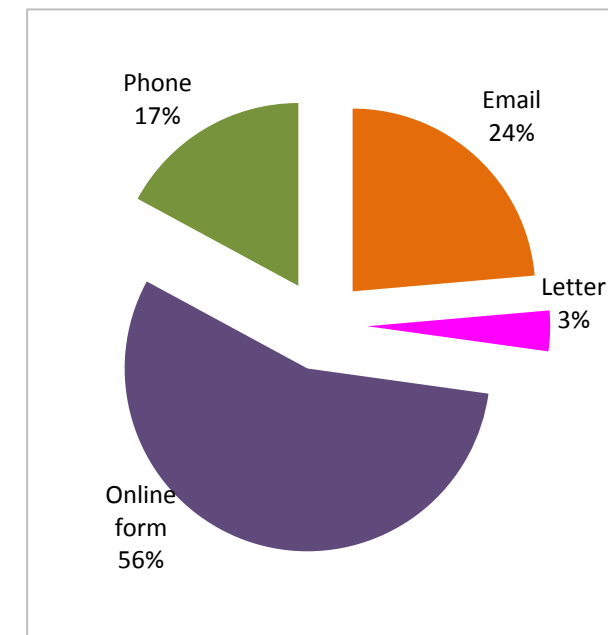
Quarter 1 2019/20



Quarter 3 2018/19



Quarter 4 2018/19



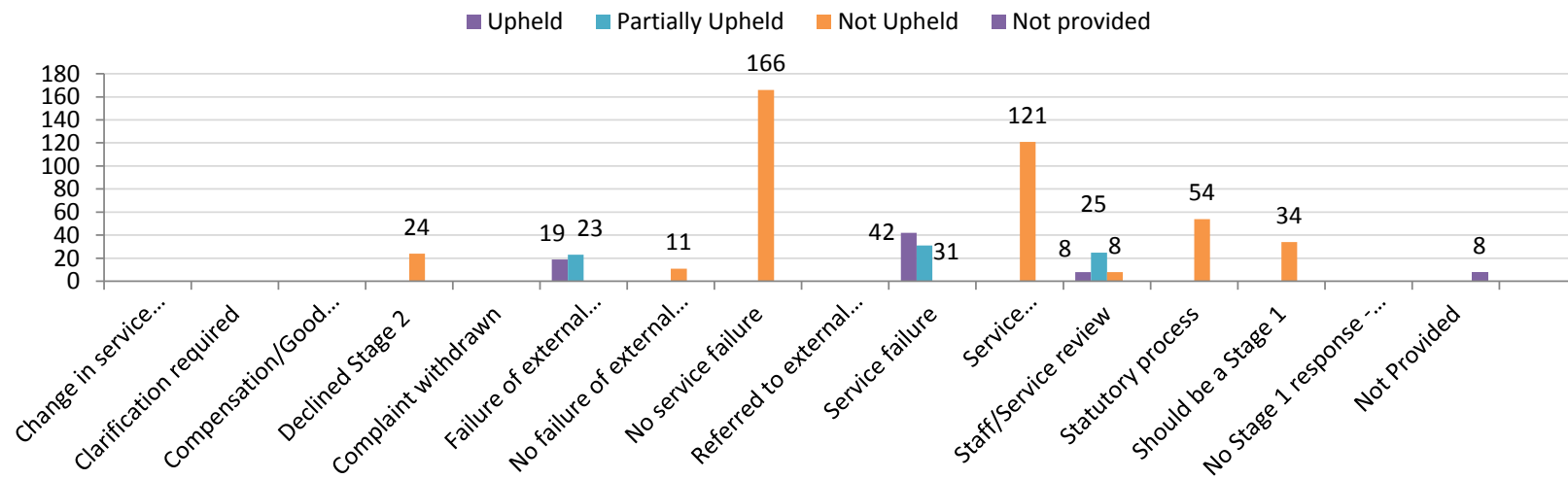
Corporate Complaints Report - Quarter 1 - April to June 2019

Appendix 1

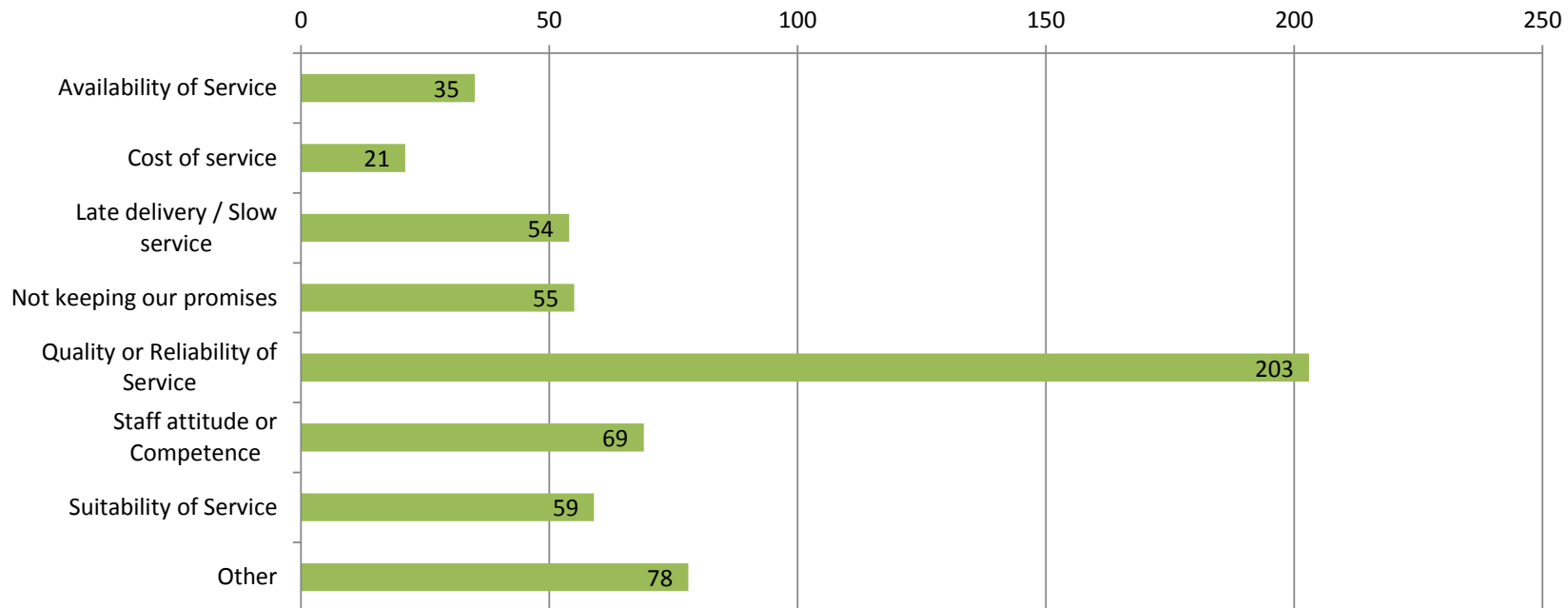
	Carry Over	April				May				June				Total
	Cumulative (Apr - Sept)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumulative*
Asset Management						2	100%			1	100%			3
Benefits (A-K)						3	100%							3
Benefits (L-Z)		1	100%	1	100%	2	100%	1	100%	1	100%	1	100%	4
Bereavement Services										1	100%	1	100%	1
Business Rates														0
Businesses														0
Cemeteries		1	100%							1	100%			2
Communications (Inc Living														0
Community Involvement (Inc														0
Community Safety										1	100%			1
Council Tax		6	100%	2	100%	7	86%	1	100%	4	100%			17
Crematorium						3	100%	2	100%					3
Customer Services		4	100%							3	100%	2	100%	7
Equality & Diversity														0
Housing - Anti Social Behaviour		4	100%	2	100%	1	100%	1	100%	3	67%			8
Housing - Other		22	86%	5	80%	20	90%	3	67%	21	100%	5	60%	63
Housing - Repairs		17	100%	5	20%	26	96%	1	100%	23	100%	5	100%	66
Human Resources														0
ICT / Web team														0
Learning & Achievement														0
Legal & Governance												1	100%	0
Leisure Centres and Sport		1	100%							1	100%			2
Library Services (Inc Having		2	100%											2
Parks and Open Spaces (Inc		4	75%	1	100%	6	83%			4	100%			14
Planning & Building Control		5	100%	3	100%	7	86%	2	100%	5	100%			17
Public Health		1	100%					1	100%					1
Public Protection (Inc Trading		4	50%	2	100%	3	67%			2	100%	1	100%	9
Regeneration														0
Registrar Services (Inc Birth,										1	100%			1
Roads and Pavements (Inc Street		22	100%	3	100%	23	100%	4	75%	10	100%	5	100%	55
Social Care Adults						1	0%	1	100%					1
Social Care Children's														0
Street Cleansing (Inc Trees)		14	98%			18	94%	1	100%	15	100%	2	100%	47
Traffic and Parking Control		40	100%	3	100%	30	97%	5	100%	38	95%	4	100%	108
Transactional Services														0
Waste and Recycling		13	100%	1	100%	20	100%	1	100%	22	100%	5	100%	55
Stage 1 Logged (Total)	0	161				172				157				490
Completed in 15 days (%)			95%				94%				98%			
Stage 2 logged (Total)				28				24				32		84
Completed in 20 days (%)					83%				92%				94%	

* 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 1 - 2019)



Complaint Reasons (Quarter 1 - 2019)



Cumulative complaint figures April 19 - March 20

	Cumulative numbers logged April 17 - March 18 (Stage 1&2)	% of total	April '19	May '19	June '19	July '19	August '19	September '19	October '19	November '19	December '19	January '20	February '20	March '20
Asset Management	3	0.52%	0	2	1									
Benefits (A-K)	3	0.52%	0	3	0									
Benefits (L-Z)	7	1.22%	2	3	2									
Bereavement Services	2	0.35%	0	0	2									
Business Rates	0	0.00%	0	0	0									
Businesses	0	0.00%	0	0	0									
Cemeteries	2	0.35%	1	0	1									
Communications (Inc Living	0	0.00%	0	0	0									
Community Involvement (Inc	0	0.00%	0	0	0									
Community Safety	1	0.17%	0	0	1									
Council Tax	20	3.48%	8	8	4									
Crematorium	0	0.00%	0	0	0									
Customer Services	14	2.44%	4	5	5									
Equality & Diversity	0	0.00%	0	0	0									
Havering Music School	0	0.00%	0	0	0									
Housing - Anti Social Behaviour	11	1.92%	6	2	3									
Housing - Other	76	13.24%	27	23	26									
Housing - Repairs	77	13.41%	22	27	28									
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	1	0.17%	0	0	1									
Leisure Centres and Sport	2	0.35%	1	0	1									
Library Services (Inc Having	2	0.35%	2	0	0									
Parks and Open Spaces (Inc	15	2.61%	5	6	4									
Planning & Building Control	22	3.83%	8	9	5									
Public Health	2	0.35%	1	1	0									
Public Protection (Inc Trading	12	2.09%	6	3	3									
Regeneration	0	0.00%	0	0	0									
Registrar Services (Inc Birth, Death	1	0.17%	0	0	1									
Roads and Pavements (Inc Street	67	11.67%	25	27	15									
Social Care Adults	2	0.35%	0	2	0									
Social Care Children's	0	0.00%	0	0	0									
Street Cleansing (Inc Trees)	50	8.71%	14	19	17									
Traffic and Parking Control	120	20.91%	43	35	42									
Transactional Services	0	0.00%	0	0	0									
Waste and Recycling	62	10.80%	14	21	27									
Total Complaints logged	574		189	196	189	0	0	0	0	0	0	0	0	0
Overall % of complaints 1&2 completed within time			95%									#DIV/0!		

Complaint Reasons

Corporate Complaints Report - Quarter 1 - April to June 2019

Appendix 1

	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		2				1	4
Benefits (A-K)		2		1				1	4
Benefits (L-Z)		3		1			1		5
Bereavement Services				1					1
Business Rates									0
Cemeteries				1			1		2
Communications (Inc Living Magazine)									0
Council Tax		5		7	1	5		3	21
Crematorium									0
Customer Services			1	5		4		4	14
Community Safety	1								1
Housing - Anti Social Behaviour	2	1	3	2		3			11
Housing - Other	5	12	8	20		11	9	11	76
Housing - Repairs	1	10	6	23	1	5	4	27	77
Learning & Achievement									0
Legal & Governance				1					1
Leisure Centres and Sport	1			1					2
Library Services (Inc Having Museum)				2					2
Parks and Open Spaces (Inc allotments)	2		1	7		1	4		15
Planning & Building Control		4	5	6		2	4	1	22
Public Health				2				2	4
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)			3	2		2	1	2	10
Registrar Services (Inc Birth, Death and Marriages)		1							1
Roads and Pavements (Inc Street Lighting)	6	5	5	28	2	6	13	2	67
Social Care Adults								2	2
Social Care Children's									0
Street Cleansing (Inc Trees)	5	4	3	25	1	4	3	5	50
Traffic and Parking Control	9	2	15	37	14	19	16	7	119
Transactional Services									0
Waste and Recycling	3	4	5	29	2	7	3	10	63
Total:	35	54	55	203	21	69	59	78	574

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