

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 2019 until March 2020

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)	0 %
Stage 1 & 2 cumulative score	95%

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%
Stage 1 & 2 cumulative score	78%

Performance for Quarter 3 2019	
Stage 1 percentage to time overall (487/567)	86%
Stage 2 percentage to time (78/98)	80%
Stage 3 percentage to time (One case)	100%
Stage 1 & 2 cumulative score	85%

Performance for Quarter 2 2019:	
Stage 1 percentage to time overall (519/562)	92%
Stage 2 percentage to time (77/111)	69%
Stage 3 percentage to time (No cases)	0%
Stage 1 & 2 cumulative score	89%

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 (No cases)	0%
Stage 1 & 2 cumulative score	79%

Senior Leadership Support team

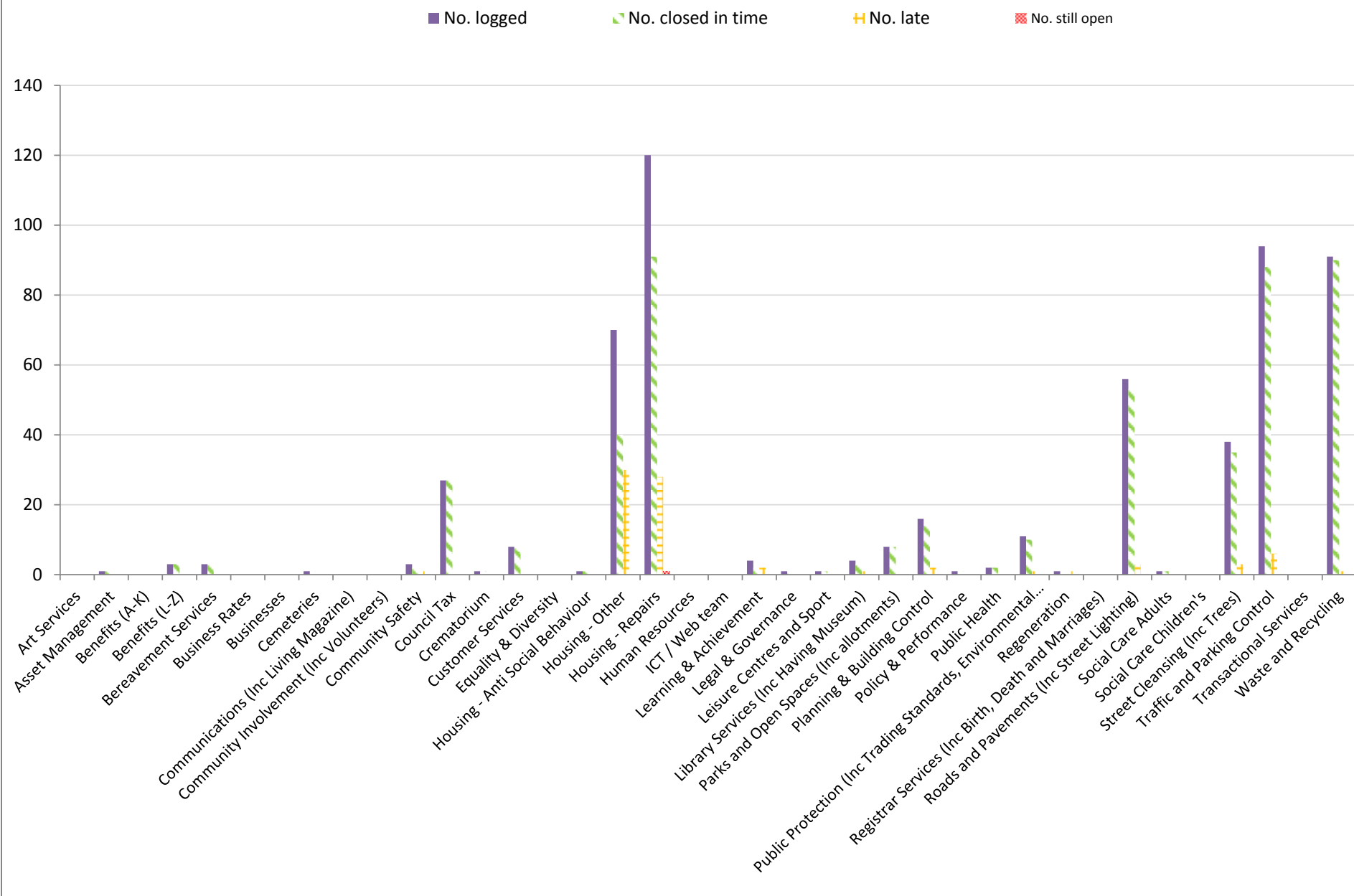
26th February 2020

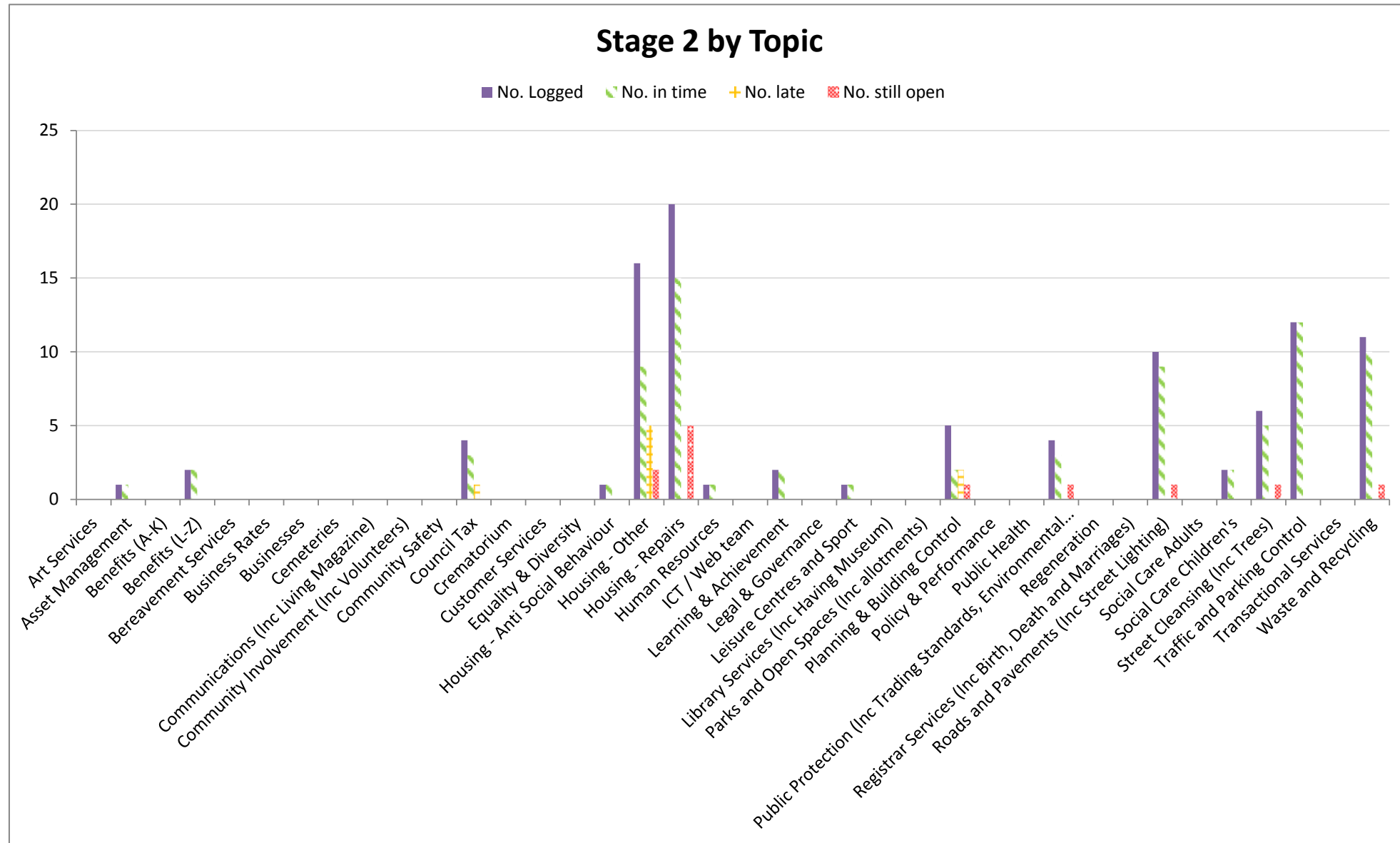
Corporate Complaints Report - Quarter 3 - October to December 2019

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	1	1	100%			1	1	100%			
Benefits (A-K)											
Benefits (L-Z)	3	3	100%			2	2	100%			
Bereavement Services	3	3	100%								
Business Rates											
Businesses											
Cemeteries	1	1	100%								
Communications (Inc Living Magazine)	3	2	67%	1							
Community Involvement (Inc Volunteers)											
Community Safety											
Council Tax	27	27	100%			4	3	75%	1		
Crematorium	1	1	100%								
Customer Services	8	8	100%								
Housing - Anti Social Behaviour	1	1	100%			1	1	100%			
Housing - Other	70	40	57%	30		16	9	56%	5	2	
Housing - Repairs	120	91	76%	28	1	20	15	75%		5	
Human Resources						1	1	100%			
ICT / Web team											
Learning & Achievement	4	2	50%	2		2	2	100%			
Legal & Governance	1	1	100%								
Leisure Centres and Sport	1	1	100%			1	1	100%			
Library Services (Inc Having Museum)	4	3	75%	1							
Parks and Open Spaces (Inc allotments)	8	8	100%								
Planning & Building Control	16	14	88%	2		5	2	40%	2	1	
Policy & Performance	1	1	100%								
Public Health	2	2	100%								
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	11	10	91%	1		4	3	75%		1	
Regeneration	1		0%	1							
Registrar Services (Inc Birth, Death and Marriages)											
Roads and Pavements (Inc Street Lighting)	56	53	95%	3		10	9	90%		1	
Social Care Adults	1	1	100%								
Social Care Children's						2	2	100%			
Street Cleansing (Inc Trees)	38	35	92%	3		6	5	83%		1	
Traffic and Parking Control	94	88	94%	6		12	12	100%			
Transactional Services											
Waste and Recycling	91	90	99%	1		11	10	91%		1	
Total	567	487	86%	79	1	98	78	80%	8	12	0

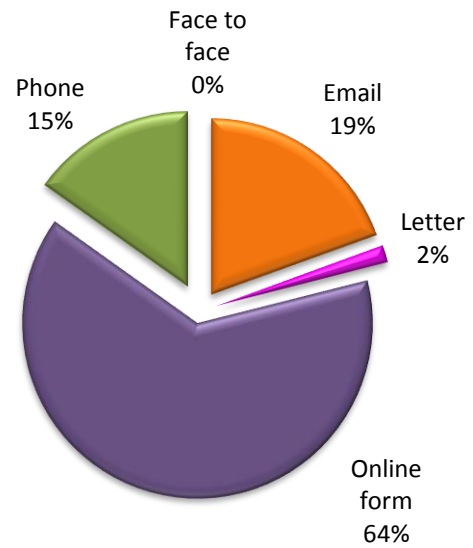
Stage 1 by Topic



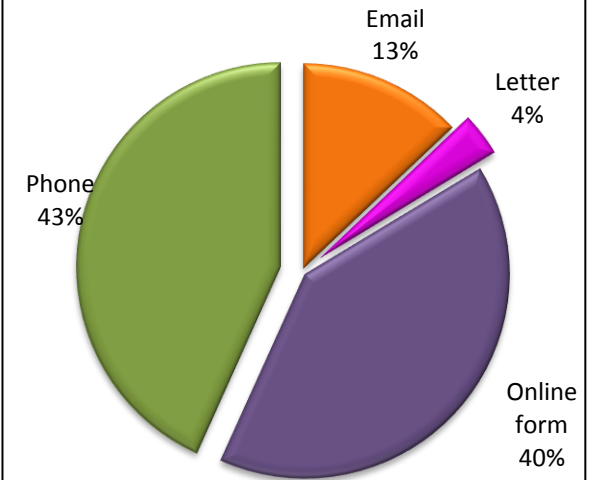


Contact Type

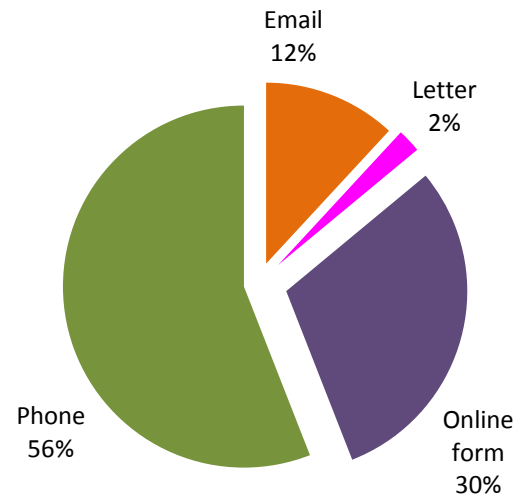
Quarter 1 2019/2020



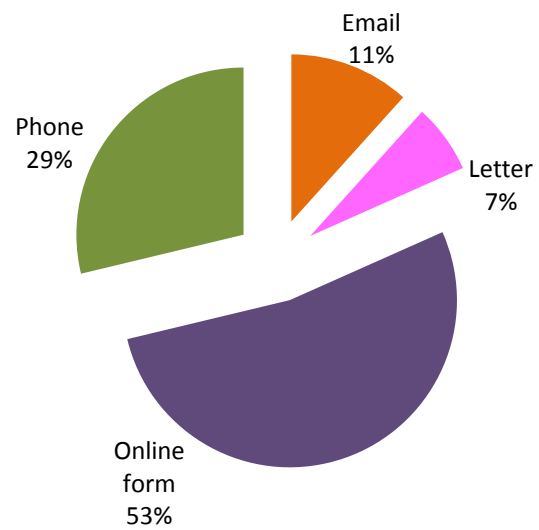
Quarter 2 2019/20



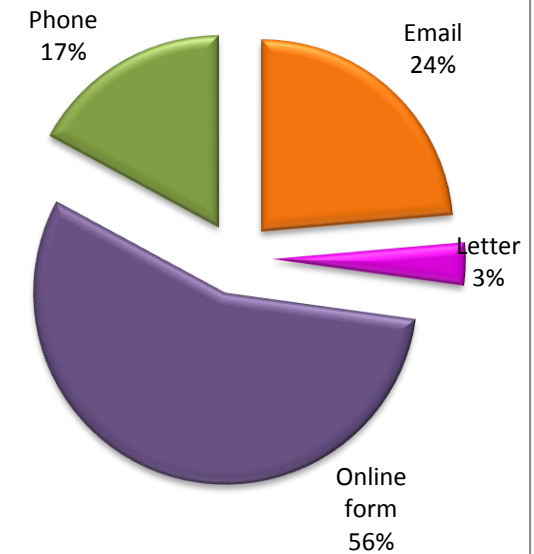
Quarter 3 2019/20



Quarter 3 2018/19



Quarter 4 2018/19



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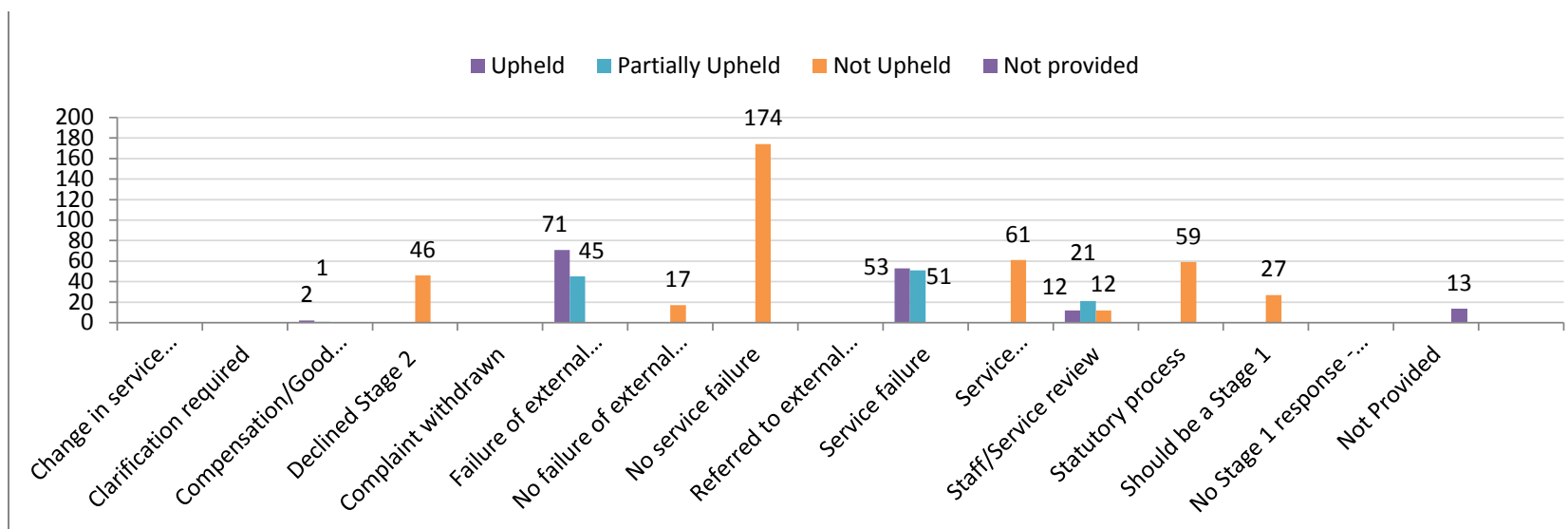
Appendix 1

	Carry Over	October				November				December				Total
	Cumulative (Apr - Sept)	Stage 1 logged	In 10 days (%)	Stage 2 Logged	In 25 days (%)	Stage 1 logged	In 10 days (%)	Stage 2 Logged	In 25 days (%)	Stage 1 logged	In 10 days (%)	Stage 2 Logged	In 25 days (%)	Cumulative*
Asset Management	7							1	100%	1	100%			8
Benefits (A-K)	3	1	100%											4
Benefits (L-Z)	6	2	100%	1	100%	1	100%			1	100%	1	100%	10
Bereavement Services	1					1	10%							2
Business Rates	1													1
Businesses	0													0
Cemeteries	5	1	100%											6
Communications (Inc Living	8													8
Community Involvement (Inc	0													0
Community Safety	6	1	0%			1	100%			1	100%			9
Council Tax	39	10	100%	2	50%	8	100%	1	100%	9	100%	1	100%	66
Crematorium	0	1	100%											1
Customer Services	21	5	100%			1	100%			2	100%			29
Equality & Diversity	0													0
Housing - Anti Social Behaviour	15			1	100%					1	100%			16
Housing - Other	146	24	50%	8	50%	22	41%	7	71%	24	79%	1	100%	216
Housing - Repairs	122	45	84%	7	86%	37	62%	5	40%	38	79%	8	75%	242
Human Resources	1											1	100%	1
ICT / Web team	0						100%							0
Learning & Achievement	7	2	0%	1	100%			1	100%	2	50%			11
Legal & Governance	0									1	100%			1
Leisure Centres and Sport	2					1	100%	1	100%					3
Library Services (Inc Having	2	1	0%			1	100%			2	100%			6
Parks and Open Spaces (Inc	24	2	100%			4	100%			2	100%			32
Planning & Building Control	47	6	100%	3	0%	6	67%			4	100%	2	50%	63
Policy & Performance	0									1	100%			1
Public Health	1					1	100%			1	100%			3
Public Protection (Inc Trading	28	4	75%	2	100%	4	100%			3	100%	2	50%	39
Regeneration	1					1	0%							2
Registrar Services (Inc Birth,	6		100%				100%				100%			6
Roads and Pavements (Inc Street	120	19	100%	6	100%	20	100%	3	67%	17	88%	1	100%	176
Social Care Adults	2									1	100%			3
Social Care Children's	1				100%			1	100%			1	100%	1
Street Cleansing (Inc Trees)	109	16	100%	4	100%	9	89%		100%	13	85%	2	50%	147
Traffic and Parking Control	219	47	94%	1	100%	29	97%	9	100%	18	89%	2	100%	313
Transactional Services	0													0
Waste and Recycling	102	28	100%	2	100%	24	100%	4	75%	39	97%	5	100%	193
Stage 1 Logged (Total)	1052	215				171				181				1619
Completed in 15 days (%)	94%		87%				81%				88%			
Stage 2 logged (Total)	195			38				33				27		293
Completed in 20 days (%)	79%				76%				76%				81%	

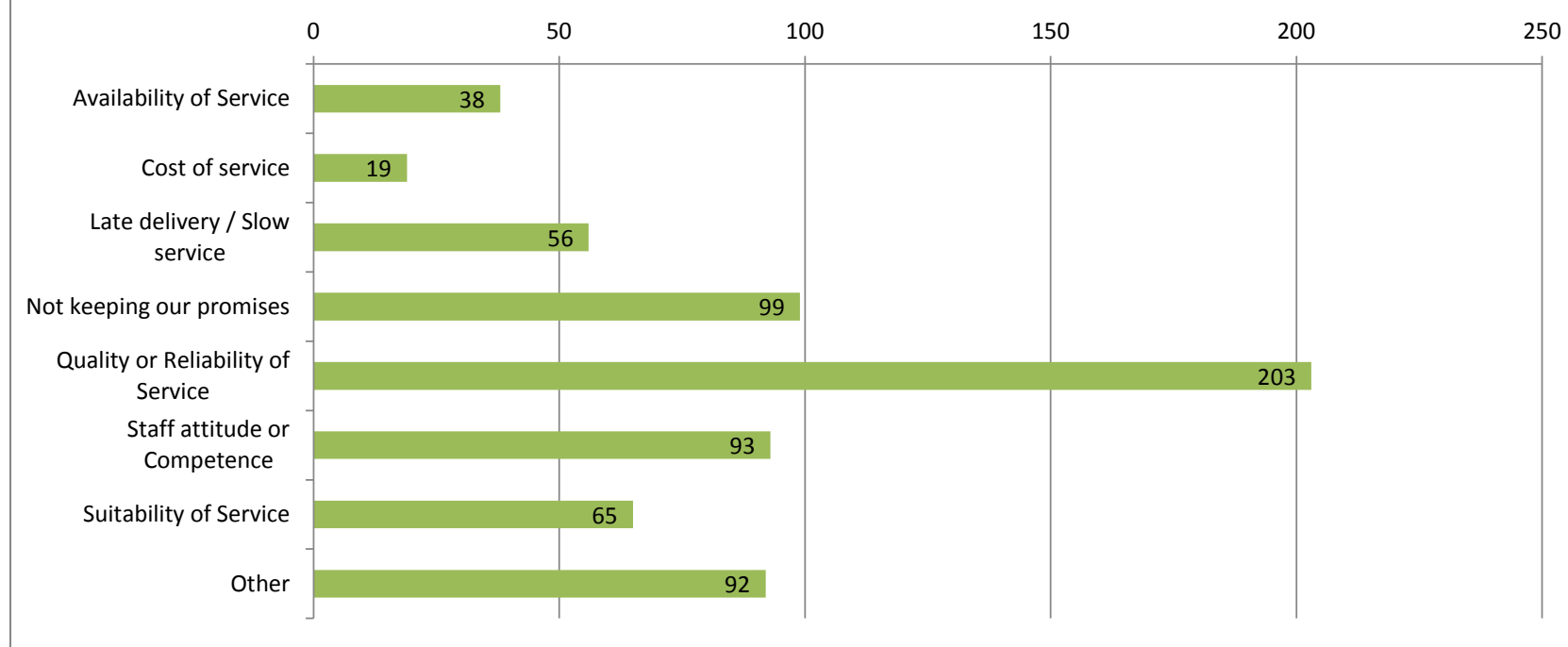
* Annual cumulative count does not include Stage 2 as these complaints will have been counted as Stage 1 at some point during the year.

Complaint Outcomes (Quarter 3 - 2019)

Corporate Complaints Report - Quarter 3 - October to December 2019



Complaint Reasons (Quarter 3 - 2019)



Cumulative complaint figures April 19 - March 20

Corporate Complaints Report - Quarter 3 - October to December 2019

Appendix 1

	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	10	0.52%	0	2	1	1	2	2	0	1	1			
Benefits (A-K)	4	0.21%	0	3	0	0	0	0	1	0	0			
Benefits (L-Z)	15	0.78%	2	3	2	0	1	1	3	1	2			
Bereavement Services	3	0.16%	0	0	2	0	0	0	0	1	0			
Business Rates	3	0.16%	0	0	0	2	0	1	0	0	0			
Businesses	0	0.00%	0	0	0	0	0	0	0	0	0			
Cemeteries	7	0.37%	1	0	1	1	2	1	1	0	0			
Communications (Inc Living	8	0.42%	0	0	0	0	6	2	0	0	0			
Community Involvement (Inc	0	0.00%	0	0	0	0	0	0	0	0	0			
Community Safety	10	0.52%	0	0	1	2	1	3	1	1	1			
Council Tax	79	4.13%	8	8	4	8	9	11	12	9	10			
Crematorium	1	0.05%	0	0	0	0	0	0	1	0	0			
Customer Services	33	1.73%	4	5	5	4	3	4	5	1	2			
Equality & Diversity	0	0.00%	0	0	0	0	0	0	0	0	0			
Havering Music School	0	0.00%	0	0	0	0	0	0	0	0	0			
Housing - Anti Social Behaviour	23	1.20%	6	2	3	2	3	5	1	0	1			
Housing - Other	262	13.71%	27	23	26	37	24	39	32	29	25			
Housing - Repairs	301	15.75%	22	27	28	30	30	24	52	42	46			
Human Resources	2	0.10%	0	0	0	0	1	0	0	0	1			
ICT / Web team	0	0.00%	0	0	0	0	0	0	0	0	0			
Learning & Achievement	13	0.68%	0	0	0	0	0	7	3	1	2			
Legal & Governance	2	0.10%	0	0	1	0	0	0	0	0	1			
Leisure Centres and Sport	4	0.21%	1	0	1	0	0	0	0	2	0			
Library Services (Inc Having	6	0.31%	2	0	0	0	0	0	1	1	2			
Parks and Open Spaces (Inc	33	1.73%	5	6	4	4	4	2	2	4	2			
Planning & Building Control	83	4.34%	8	9	5	14	11	15	9	6	6			
Policy & Performance	0	0.00%	0	0	0	0	0	0	0	0	1			
Public Health	4	0.21%	1	1	0	0	0	0	0	1	1			
Public Protection (Inc Trading	47	2.46%	6	3	3	9	4	7	6	4	5			
Regeneration	2	0.10%	0	0	0	1	0	0	0	1	0			
Registrar Services (Inc Birth, Death	6	0.31%	0	0	1	2	2	1	0	0	0			
Roads and Pavements (Inc Street	185	9.68%	25	27	15	24	28	0	25	23	18			
Social Care Adults	32	1.67%	0	2	0	0	1	28	0	0	1			
Social Care Children's	4	0.21%	0	0	0	2	0	0	0	1	1			
Street Cleansing (Inc Trees)	162	8.48%	14	19	17	19	21	28	20	9	15			
Traffic and Parking Control	349	18.26%	43	35	42	48	38	37	48	38	20			
Transactional Services	0	0.00%	0	0	0	0	0	0	0	0	0			
Waste and Recycling	218	11.41%	14	21	27	16	14	24	30	28	44			
Total Complaints logged	1911		189	196	189	226	205	242	253	204	208	0	0	0
Overall % of complaints 1&2 completed within time			95%			89%			85%			#DIV/0!		

Complaint Reasons

Corporate Complaints Report - Quarter 3 - October to December 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					1		2
Benefits (A-K)				1					1
Benefits (L-Z)				3	1	1	1		6
Bereavement Services							1		1
Business Rates									0
Cemeteries							1		1
Communications (Inc Living Magazine)									0
Council Tax		2	2	13	1	3	4	6	31
Crematorium				1					1
Customer Services				1		6		1	8
Community Safety			1	2					3
Housing - Anti Social Behaviour				2					2
Housing - Other	5	3	20	24	3	13	6	12	86
Housing - Repairs	3	18	25	50	3	13	9	19	140
Human Resources						1			1
Learning & Achievement			2			1		3	6
Legal & Governance							1		1
Leisure Centres and Sport		2							2
Library Services (Inc Having Museum)						3	1		4
Parks and Open Spaces (Inc allotments)	1			3		1	3		8
Planning & Building Control		5	3	5	3	3	1	1	21
Policy and Performance						1			1
Public Health	2								2
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	1	3	5	2				4	15
Regeneration			1						1
Registrar Services (Inc Birth, Death and Marriages)									0
Roads and Pavements (Inc Street Lighting)	13	6	5	17	5	3	14	3	66
Social Care Adults								1	1
Social Care Children's	1						1		2
Street Cleansing (Inc Trees)	2		10	18		5	6	3	44
Traffic and Parking Control	5	6	10	23	3	25	14	20	106
Transactional Services									0
Waste and Recycling	5	10	15	38		14	1	19	102
Total:	38	56	99	203	19	93	65	92	665

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