

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 2020 until March 2021

Performance for Quarter 2 2020:	
Stage 1 percentage to time overall (456/581)	78%
Stage 2 percentage to time (65/100)	65%
Stage 1 & 2 cumulative score	77%

Performance for Quarter 2 2019:	
Stage 1 percentage to time overall (519/562)	92%
Stage 2 percentage to time (77/111)	69%
Stage 1 & 2 cumulative score	89%

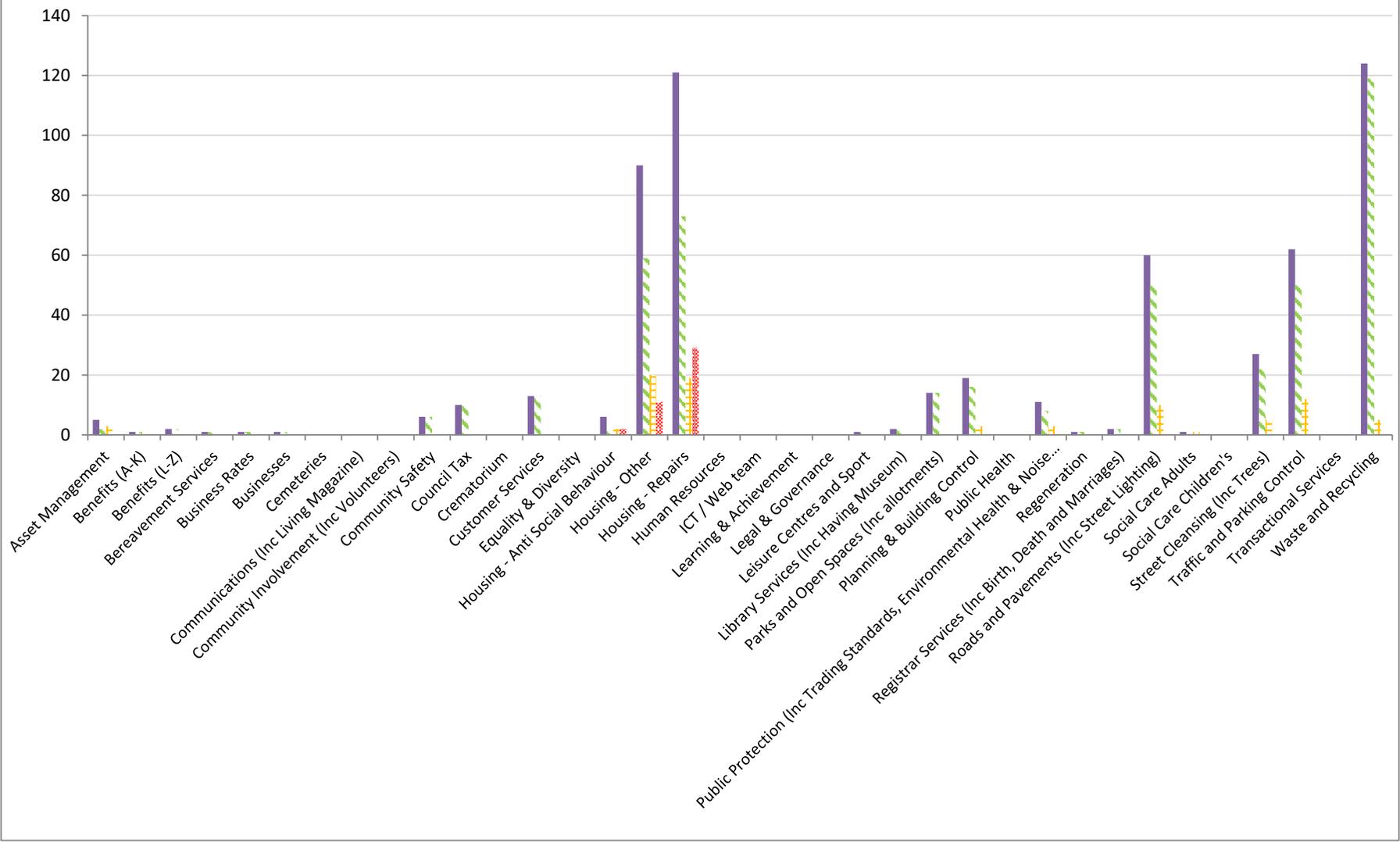
Senior Leadership Support team

Corporate Complaints Report - Quarter 2 - July to September 2020

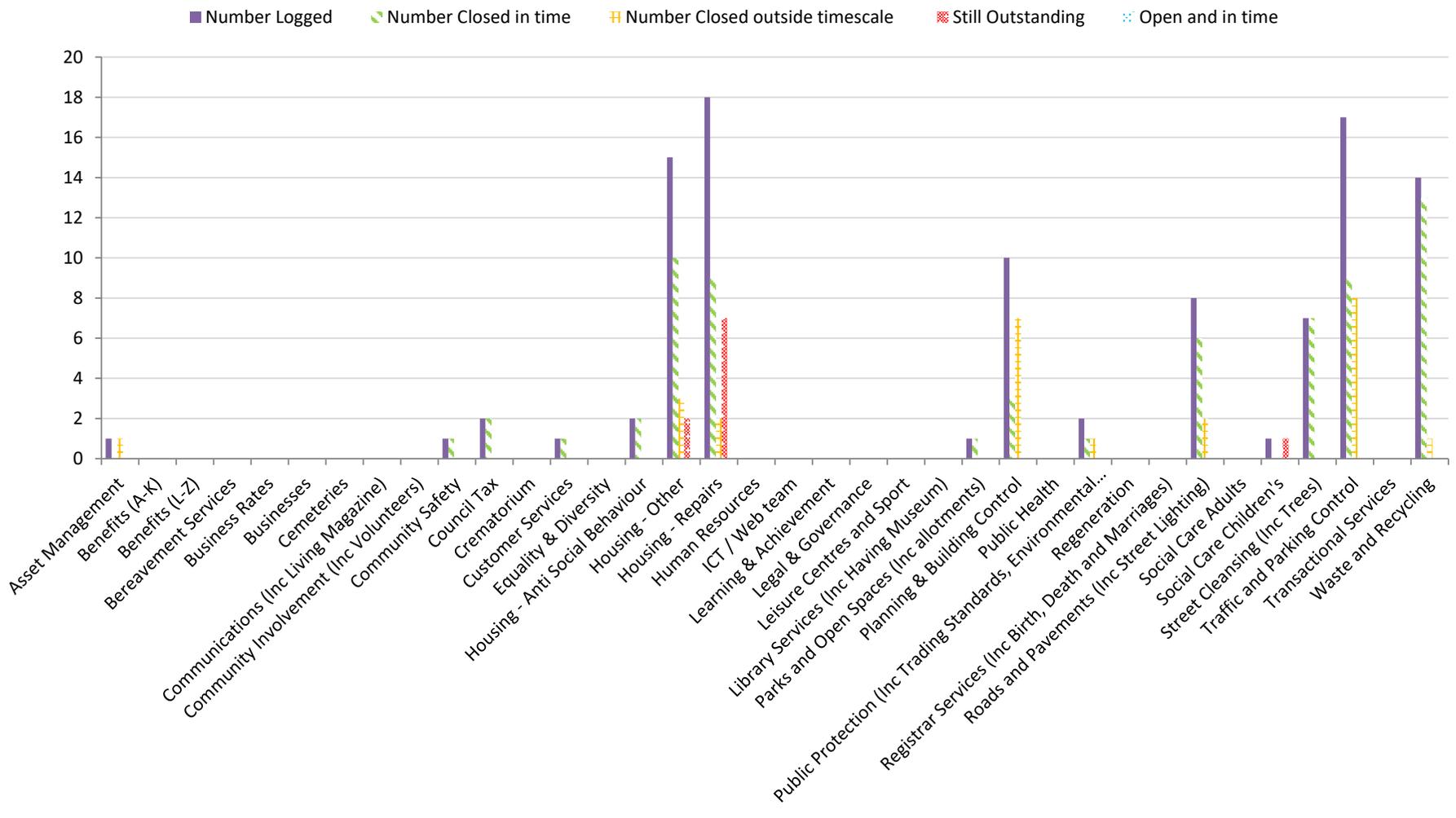
	Stage 1					Stage 2					
	Number Logged	Closed in 10 days	Closed in 10 days (%)	Closed over 10 days	Still open	Number Logged	Closed in 25 days	Closed in 25 days (%)	Closed over 25 days	Still open	Still open and in time
Asset Management	5	2	40%	3		1	0	0%	1		
Benefits (A-K)	1	1	100%								
Benefits (L-Z)	2	2	100%								
Bereavement Services	1	1	100%								
Business Rates	1	1	100%								
Businesses	1	1	100%								
Cemeteries											
Communications (Inc Living Magazine)											
Community Involvement (Inc Volunteers)											
Community Safety	6	6	100%			1	1	100%			
Council Tax	10	10	100%			2	2	100%			
Crematorium											
Customer Services	13	13	100%			1	1	100%			
Equality & Diversity											
Housing - Anti Social Behaviour	6	2	33%	2	2	2	2	100%			
Housing - Other	90	59	66%	20	11	15	10	67%	3	2	
Housing - Repairs	121	73	60%	19	29	18	9	50%	2	7	
Human Resources											
ICT / Web team											
Learning & Achievement											
Legal & Governance											
Leisure Centres and Sport	1	1	100%								
Library Services (Inc Having Museum)	2	2	100%								
Parks and Open Spaces (Inc allotments)	14	14	100%			1	1	100%			
Planning & Building Control	19	16	84%	3		10	3	30%	7		
Public Health											
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	11	8	73%	3		2	1	50%	1		
Regeneration	1	1	100%								
Registrar Services (Inc Birth, Death and Marriages)	2	2	100%								
Roads and Pavements (Inc Street Lighting)	60	50	83%	9	1	8	6	75%	2		
Social Care Adults	1		0%		1						
Social Care Children's						1	0	0%		1	
Street Cleansing (Inc Trees)	27	22	81%	5		7	7	100%			
Traffic and Parking Control	62	50	81%	12		17	9	53%	8		
Transactional Services											
Waste and Recycling	124	119	96%	5		14	13	93%	1		
Total	581	456	78%	81	44	100	65	65%	25	10	0

Stage 1 by Topic

■ Number Logged ■ Number Closed in time ■ Number Closed outside timescale ■ Still Outstanding

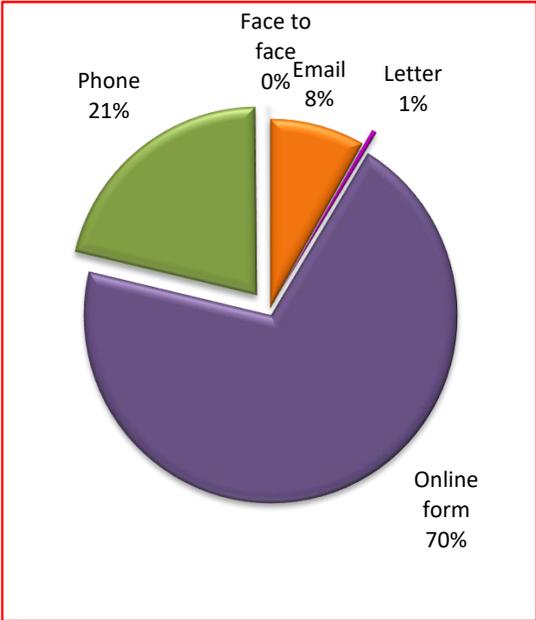


Stage 2 by Topic

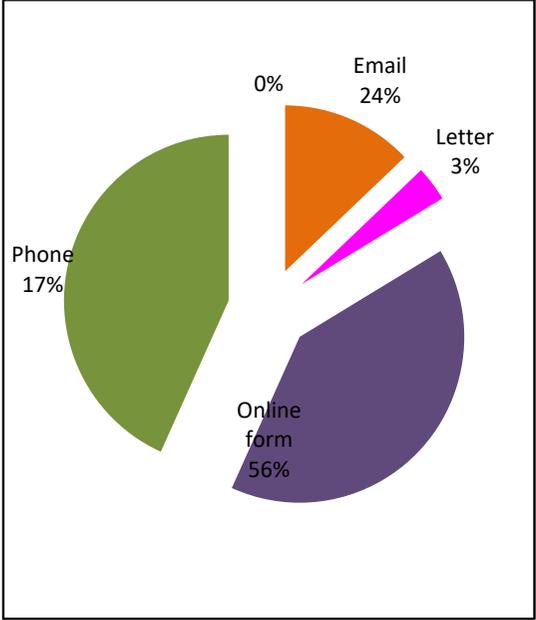


Contact Type

Quarter 2 2020/21



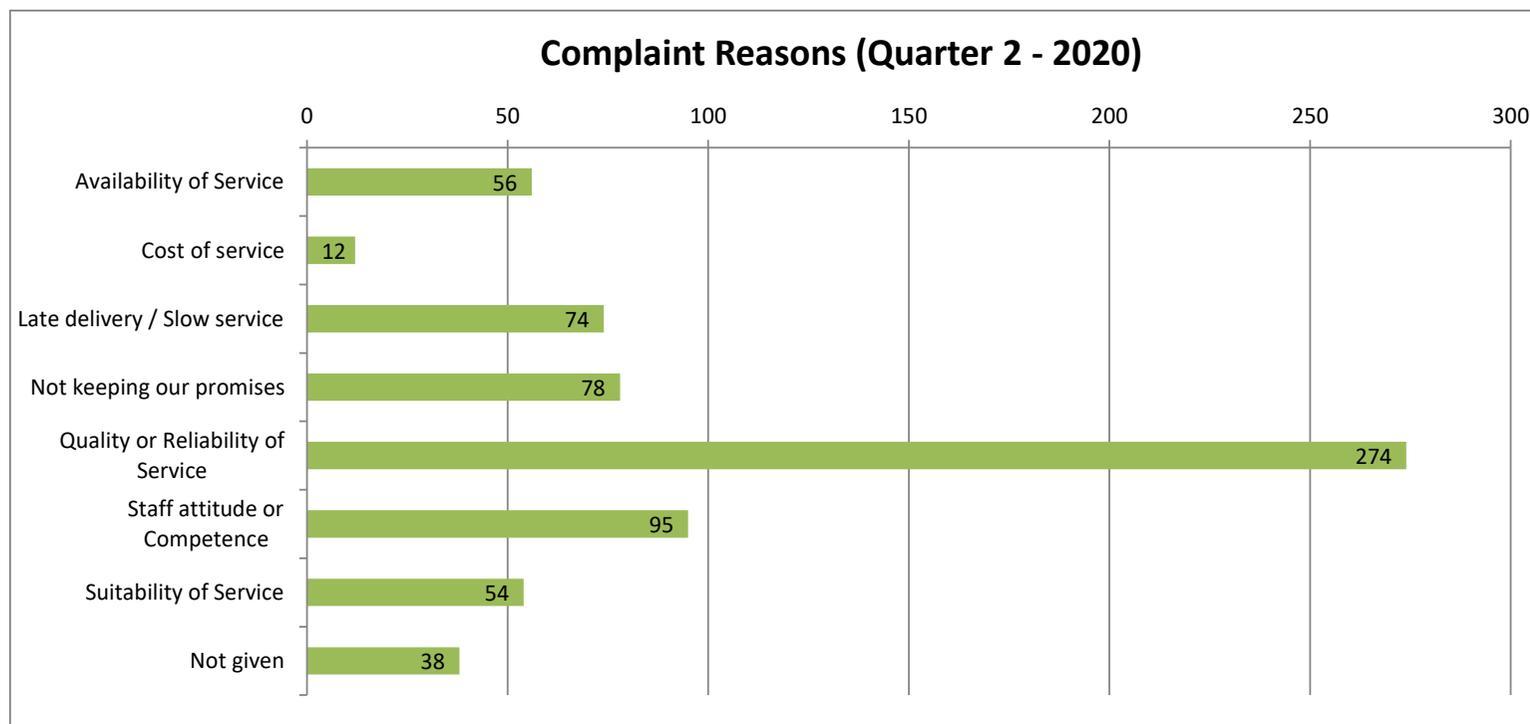
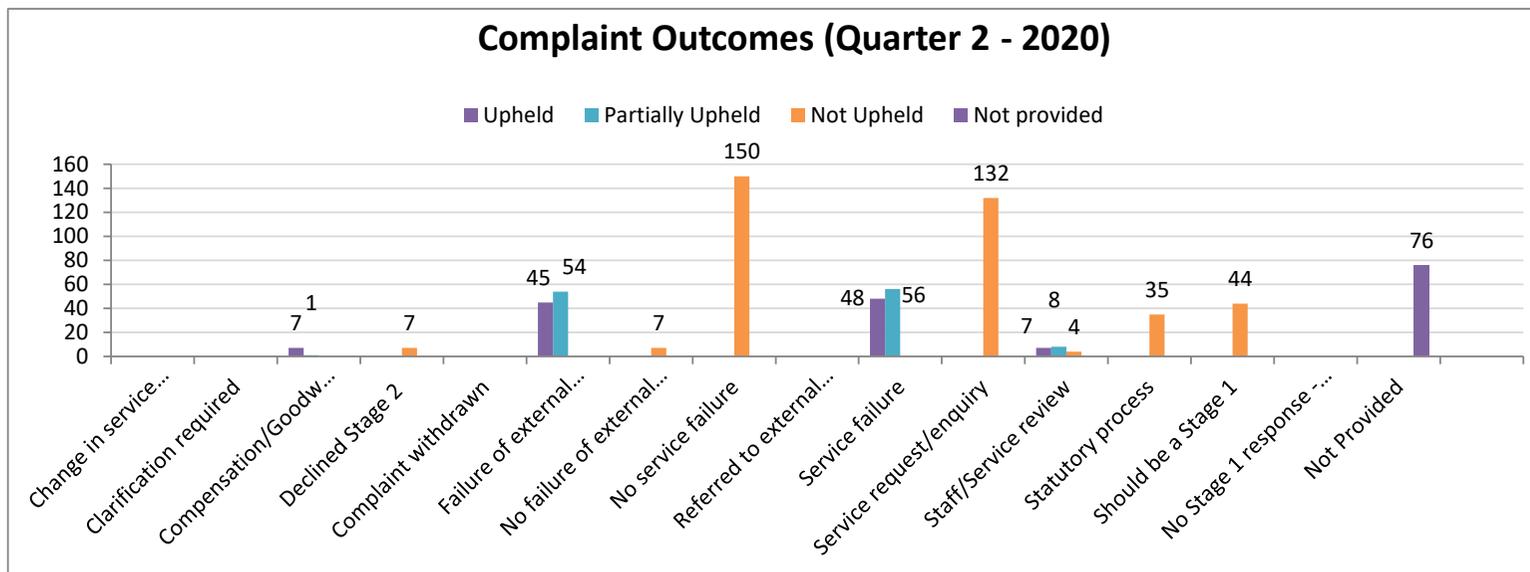
Quarter 2 2019/20



Corporate Complaints Report - Quarter 2 - July to September 2020

	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*
Asset Management	0	3	33%			2	50%	1	0%				100%	5
Benefits (A-K)	0					1	100%							1
Benefits (L-Z)	0									2	100%			2
Bereavement Services	0					1	100%							1
Business Rates	0	1	100%											1
Businesses	0					1	100%							1
Cemeteries	0													0
Communications (Inc Living	0													0
Community Involvement (Inc	0													0
Community Safety	0	2	100%			4	100%	1	100%					6
Council Tax	0	3	100%			3	100%			4	100%	2	100%	10
Crematorium	0													0
Customer Services	0	4	100%			2	100%	1	100%	7	100%			13
Equality & Diversity	0													0
Housing - Anti Social Behaviour	0	4	25%	1	100%	1	0%			1	100%	1	100%	6
Housing - Other	0	21	48%	3	67%	40	70%	10	70%	29	72%	2	50%	90
Housing - Repairs	0	30	73%	1	100%	50	54%	3	100%	41	56%	14	36%	121
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	0													0
Legal & Governance	0													0
Leisure Centres and Sport	0	1	100%											1
Library Services (Inc Having	0					2	100%							2
Parks and Open Spaces (Inc	0	4	100%	1	100%	7	100%			3	100%			14
Planning & Building Control	0	7	71%	5	60%	7	86%	2	0%	5	100%	3	0%	19
Public Health	0													0
Public Protection (Inc Trading	0	5	80%			4	100%	2	50%	2	0%			11
Regeneration	0					1	100%							1
Registrar Services (Inc Birth, Death	0	1	100%							1	100%			2
Roads and Pavements (Inc Street	0	14	86%	3	67%	22	95%	3	100%	24	71%	2	50%	60
Social Care Adults	0									1	0%			1
Social Care Children's	0											1	0%	0
Street Cleansing (Inc Trees)	0	8	75%	3	100%	6	100%	1	100%	13	77%	3	100%	27
Traffic and Parking Control	0	23	91%	6	100%	15	80%	3	0%	24	71%	8	50%	62
Transactional Services	0													0
Waste and Recycling	0	55	96%	5	80%	29	100%	5	80%	40	93%	4	100%	124
Stage 1 Logged (Total)	0	186				198				197				581
Completed in 15 days (%)			81%				79%				76%			
Stage 2 logged (Total)				28				32				40		100
Completed in 20 days (%)					82%				66%				53%	

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



Cumulative complaint figures April 20 - March 21

	Cumulative numbers logged April 17 - March 18 (Stage 1&2)	% of total	April '20	May '20	June '20	July '20	August '20	September '20	October '20	November '20	December '20	January '21	February '21	March '21
Asset Management	6	0.88%	0	0	0	3	3	0						
Benefits (A-K)	1	0.15%	0	0	0	0	1	0						
Benefits (L-Z)	2	0.29%	0	0	0	0	0	2						
Bereavement Services	1	0.15%	0	0	0	0	1	0						
Business Rates	1	0.15%	0	0	0	1	0	0						
Businesses	1	0.15%	0	0	0	0	1	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	7	1.03%	0	0	0	2	5	0						
Council Tax	12	1.76%	0	0	0	3	3	6						
Crematorium	0	0.00%	0	0	0	0	0	0						
Customer Services	14	2.06%	0	0	0	4	3	7						
Equality & Diversity	0	0.00%	0	0	0	0	0	0						
Havering Music School	0	0.00%	0	0	0	0	0	0						
Housing - Anti Social Behaviour	8	1.17%	0	0	0	5	1	2						
Housing - Other	105	15.42%	0	0	0	24	50	31						
Housing - Repairs	139	20.41%	0	0	0	31	53	55						
Human Resources	0	0.00%	0	0	0	0	0	0						
ICT / Web team	0	0.00%	0	0	0	0	0	0						
Learning & Achievement	0	0.00%	0	0	0	0	0	0						
Legal & Governance	0	0.00%	0	0	0	0	0	0						
Leisure Centres and Sport	1	0.15%	0	0	0	1	0	0						
Library Services (Inc Having	2	0.29%	0	0	0	0	2	0						
Parks and Open Spaces (Inc	15	2.20%	0	0	0	5	7	3						
Planning & Building Control	29	4.26%	0	0	0	12	9	8						
Public Health	0	0.00%	0	0	0	0	0	0						
Public Protection (Inc Trading	13	1.91%	0	0	0	5	6	2						
Regeneration	1	0.15%	0	0	0	0	1	0						
Registrar Services (Inc Birth, Death	2	0.29%	0	0	0	1	0	1						
Roads and Pavements (Inc Street	68	9.99%	0	0	0	17	25	26						
Social Care Adults	1	0.15%	0	0	0	0	0	1						
Social Care Children's	1	0.15%	0	0	0	0	0	1						
Street Cleansing (Inc Trees)	34	4.99%	0	0	0	11	7	16						
Traffic and Parking Control	79	11.60%	0	0	0	29	18	32						
Transactional Services	0	0.00%	0	0	0	0	0	0						
Waste and Recycling	138	20.26%	0	0	0	60	34	44						
Total Complaints logged	681		0	0	0	214	230	237	0	0	0	0	0	0
Overall % of complaints 1&2 completed within time							77%						#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
Asset Management				1		4	1		6
Benefits (A-K)		1							1
Benefits (L-Z)			1			1			2
Bereavement Services				1					1
Business Rates						1		1	2
Cemeteries									0
Communications (Inc Living Magazine)									0
Council Tax	1	3	2	4		1		1	12
Crematorium									0
Customer Services	3		1	3	2	4	1		14
Community Safety	1	1		2			1	2	7
Housing - Anti Social Behaviour			1	5		1		1	8
Housing - Other	5	10	20	35	3	13	9	10	105
Housing - Repairs	8	26	22	49	1	15	7	11	139
Learning & Achievement									0
Legal & Governance									0
Leisure Centres and Sport				1					1
Library Services (Inc Having Museum)						1	1		2
Parks and Open Spaces (Inc allotments)	1	1	3	7		1	2		15
Planning & Building Control	2	1		15		9	2		29
Public Health									0
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	4	1	3	2		3			13
Regeneration								1	1
Registrar Services (Inc Birth, Death and Marriages)	1					1			2
Roads and Pavements (Inc Street Lighting)	11	5	7	27	2	2	13	1	68
Social Care Adults				1					1
Social Care Children's						1			1
Street Cleansing (Inc Trees)	3	3	6	16		4	2		34
Traffic and Parking Control	9	6	6	28	3	15	8	4	79
Transactional Services									0
Waste and Recycling	7	16	6	77	1	18	7	6	138
Total:	56	74	78	274	12	95	54	38	681

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