

**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 78%

(456/581)

Stage 2 percentage to time 65%

(65/100)

Stage 1 & 2 cumulative score 77%

Performance for Quarter 2 2019:

Stage 1 percentage to time overall 92%

(519/562)

Stage 2 percentage to time 69%

(77/111)

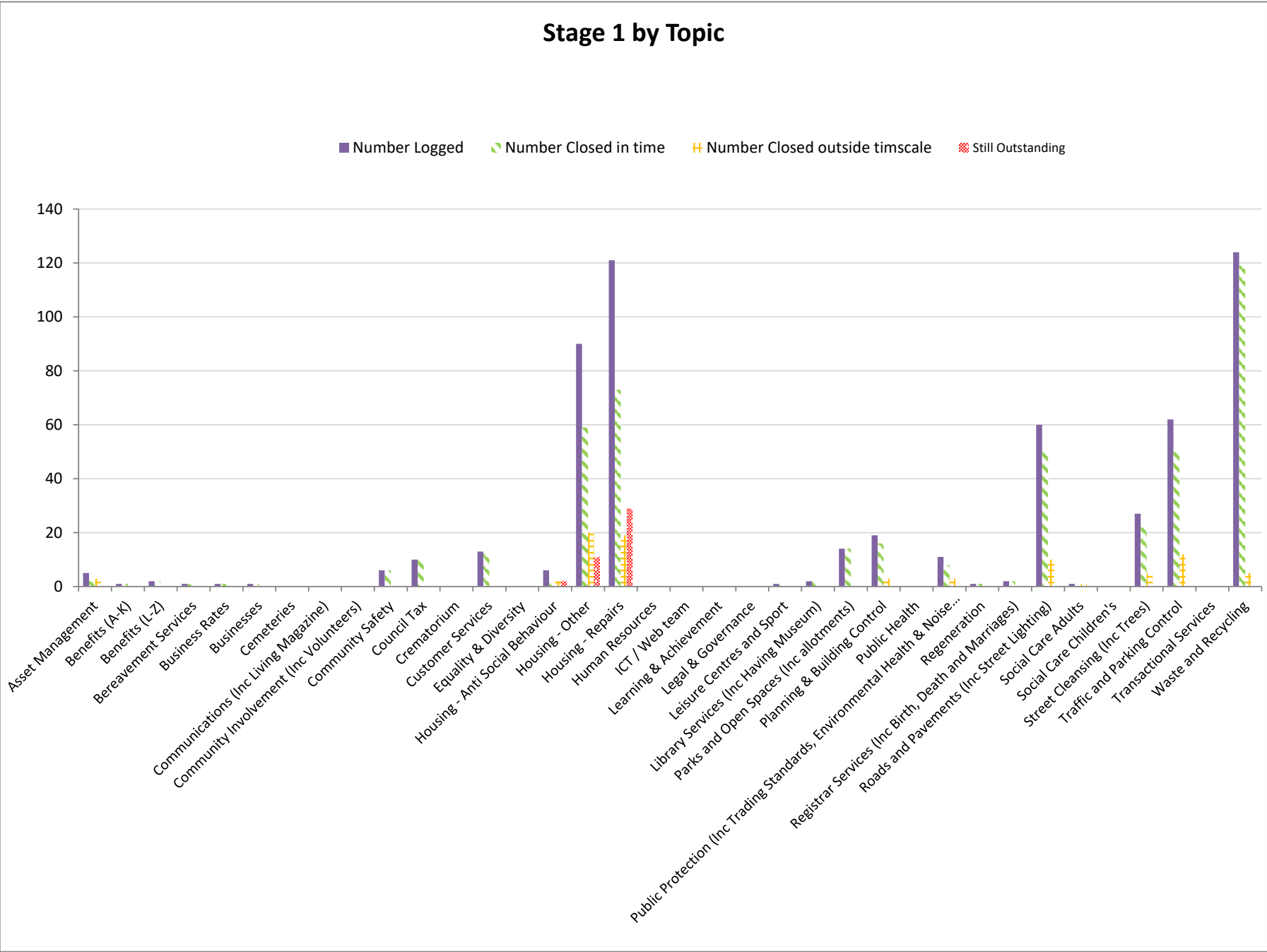
Stage 1 & 2 cumulative score 89%

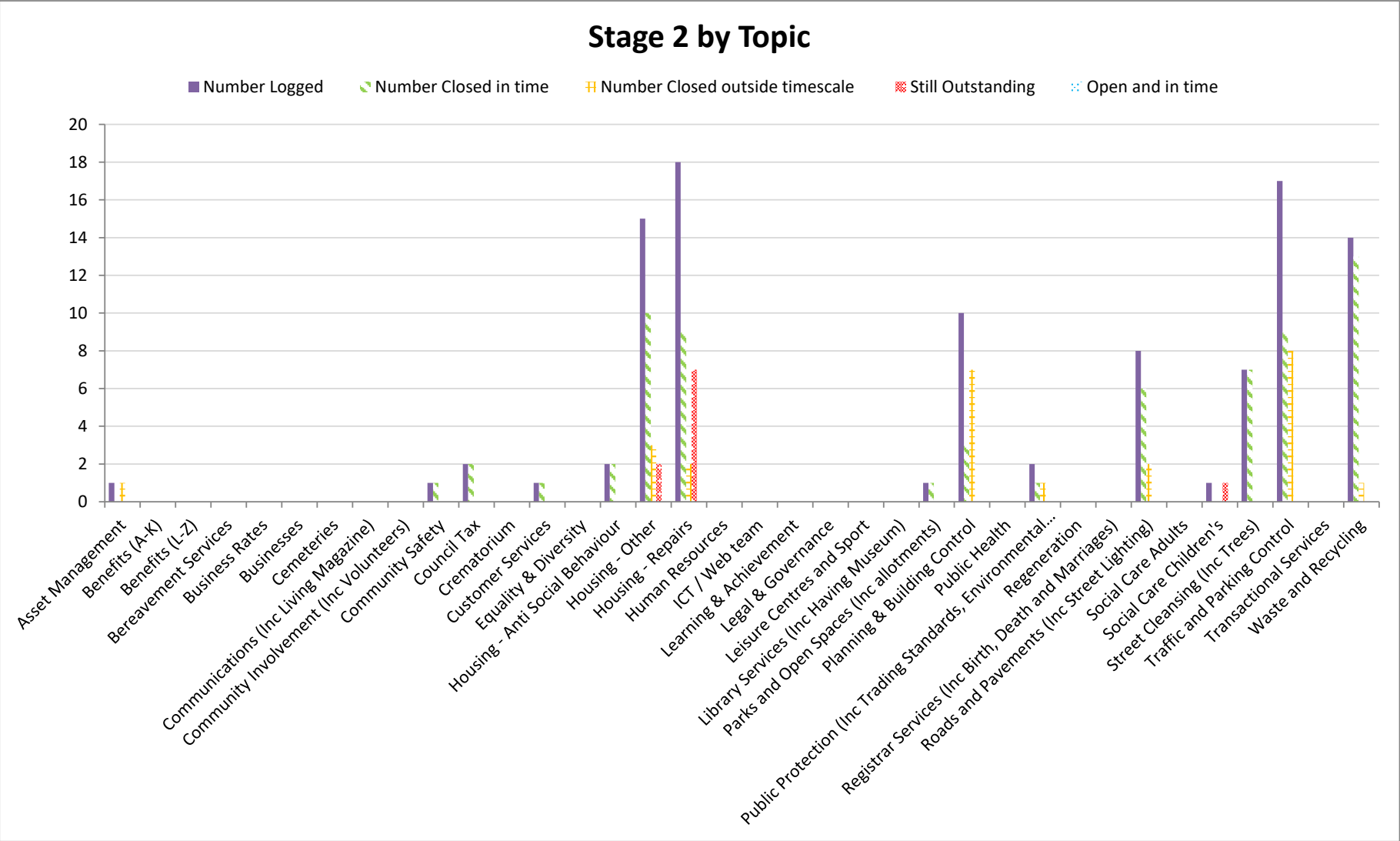
Senior Leadership Support team

## Corporate Complaints Report - Quarter 2 - July to September 2020

## Appendix 1

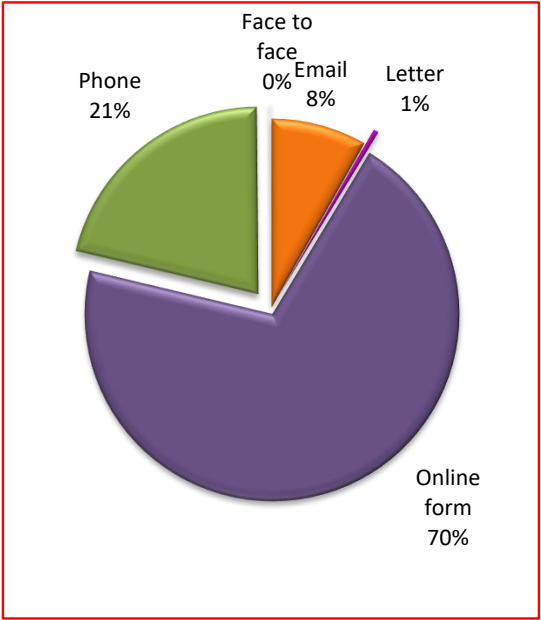
	Stage 1					Stage 2					
	Number Logged	Closed in 10 days	Closed in 10 days (%)	Closed over 10 days	Still open	Number Logged	Closed in 25 days	Closed in 25 days (%)	Closed over 25 days	Still open	Still open and in time
Asset Management	5	2	40%	3		1	0	0%	1		
Benefits (A-K)	1	1	100%								
Benefits (L-Z)	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		
<b>Total</b>	<b>581</b>	<b>456</b>	<b>78%</b>	<b>81</b>	<b>44</b>	<b>100</b>	<b>65</b>	<b>65%</b>	<b>25</b>	<b>10</b>	<b>0</b>



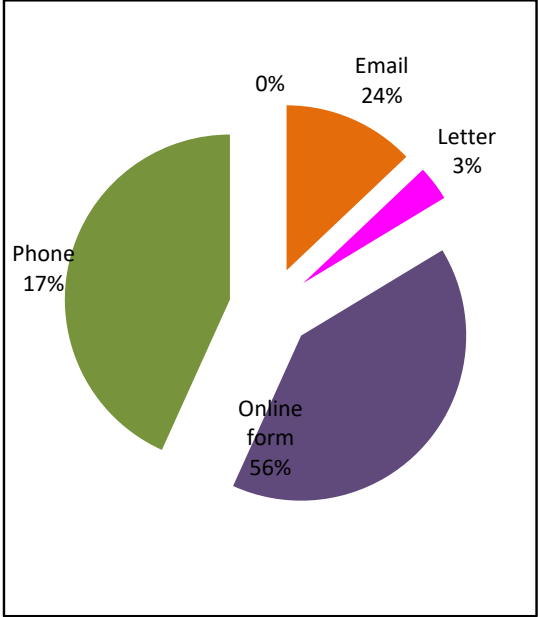


Contact Type

Quarter 2 2020/21



Quarter 2 2019/20



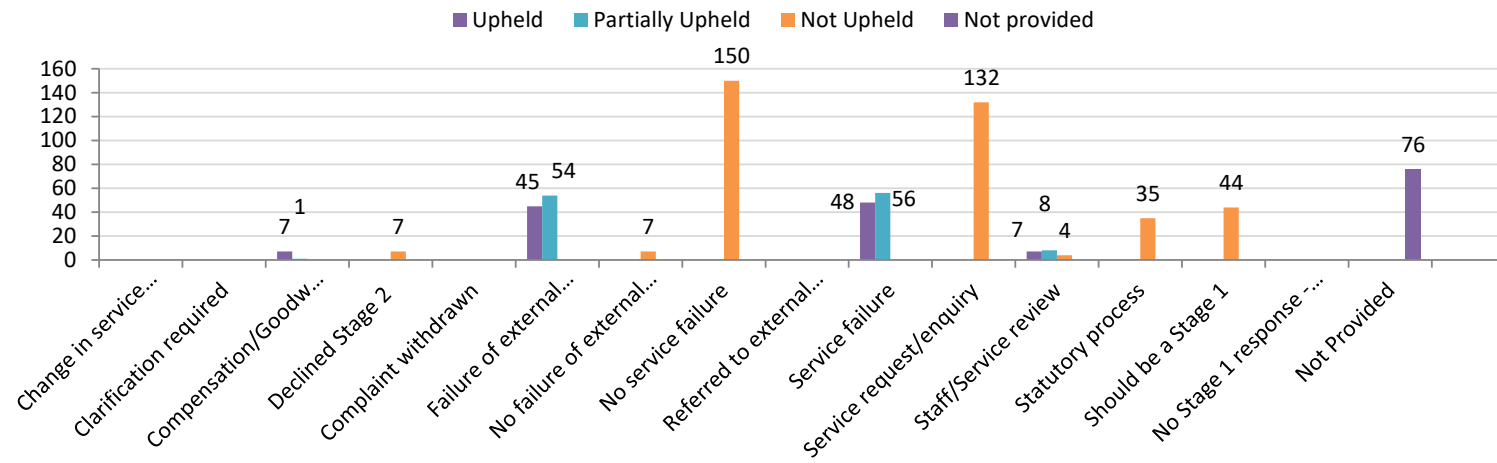
## Corporate Complaints Report - Quarter 2 - July to September 2020

## Appendix 1

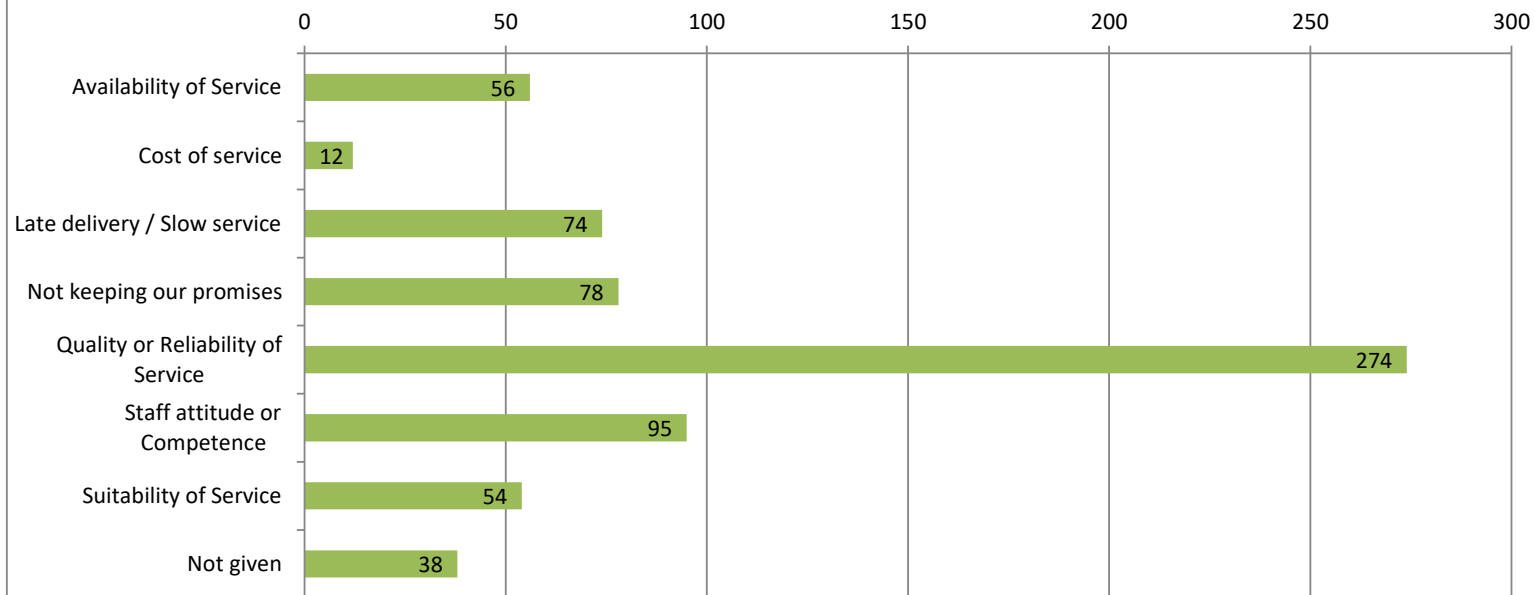
	Carry Over	July				August				September				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 15 days (%)	Stage 2 Logged	In 20 days (%)	Cumulative*
Asset Management	0	3	33%			2	50%	1	0%				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.

### Complaint Outcomes (Quarter 2 - 2020)



### Complaint Reasons (Quarter 2 - 2020)



## 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						
Haverling 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
<b>Total:</b>	<b>56</b>	<b>74</b>	<b>78</b>	<b>274</b>	<b>12</b>	<b>95</b>	<b>54</b>	<b>38</b>	<b>681</b>

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