

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 2021 until March 2022

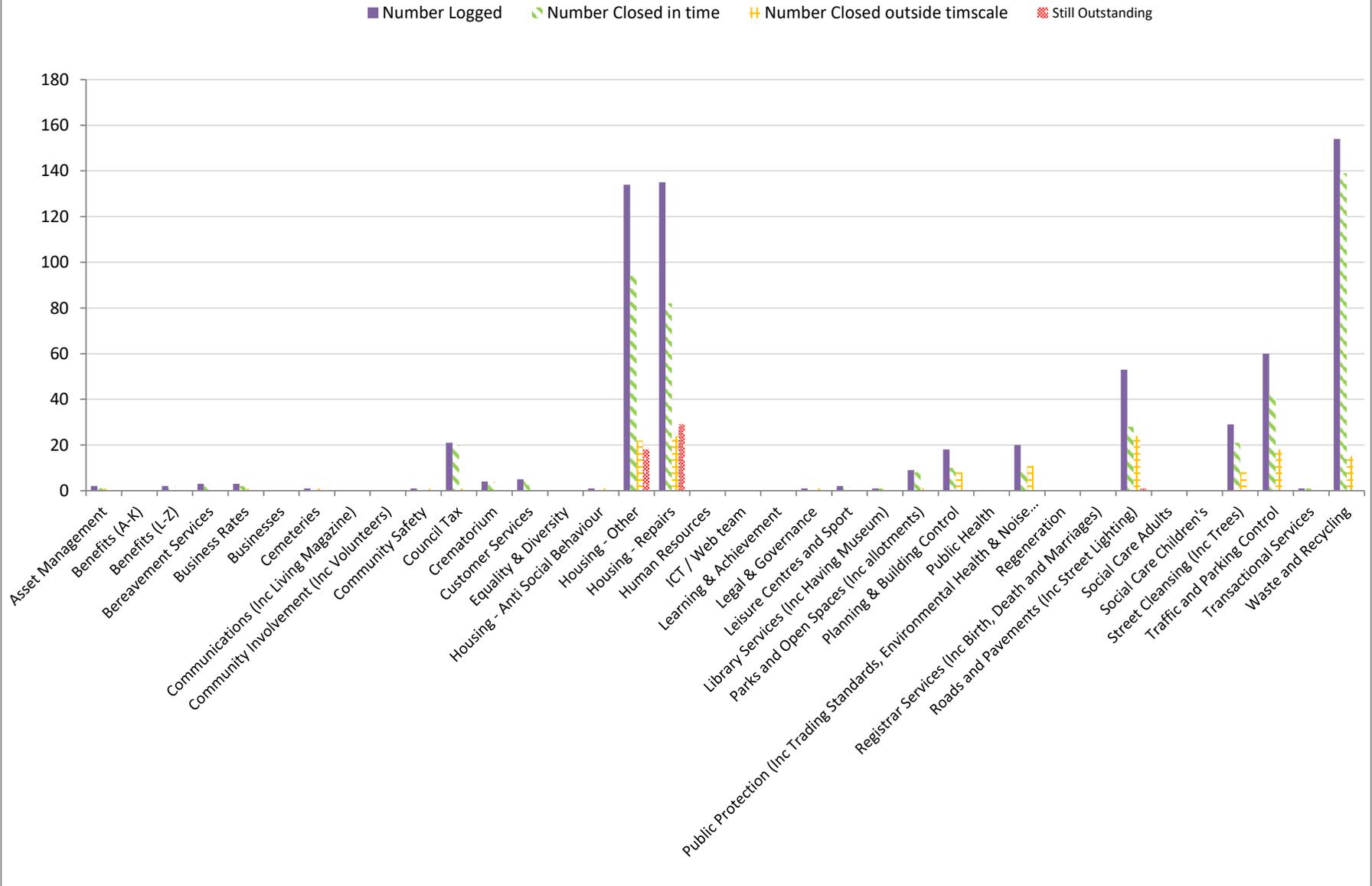
Performance for Quarter 1 2021:

Stage 1 percentage to time overall	67%	(474/660)
Stage 2 percentage to time	76%	(91/131)
Stage 1 & 2 cumulative score	71%	

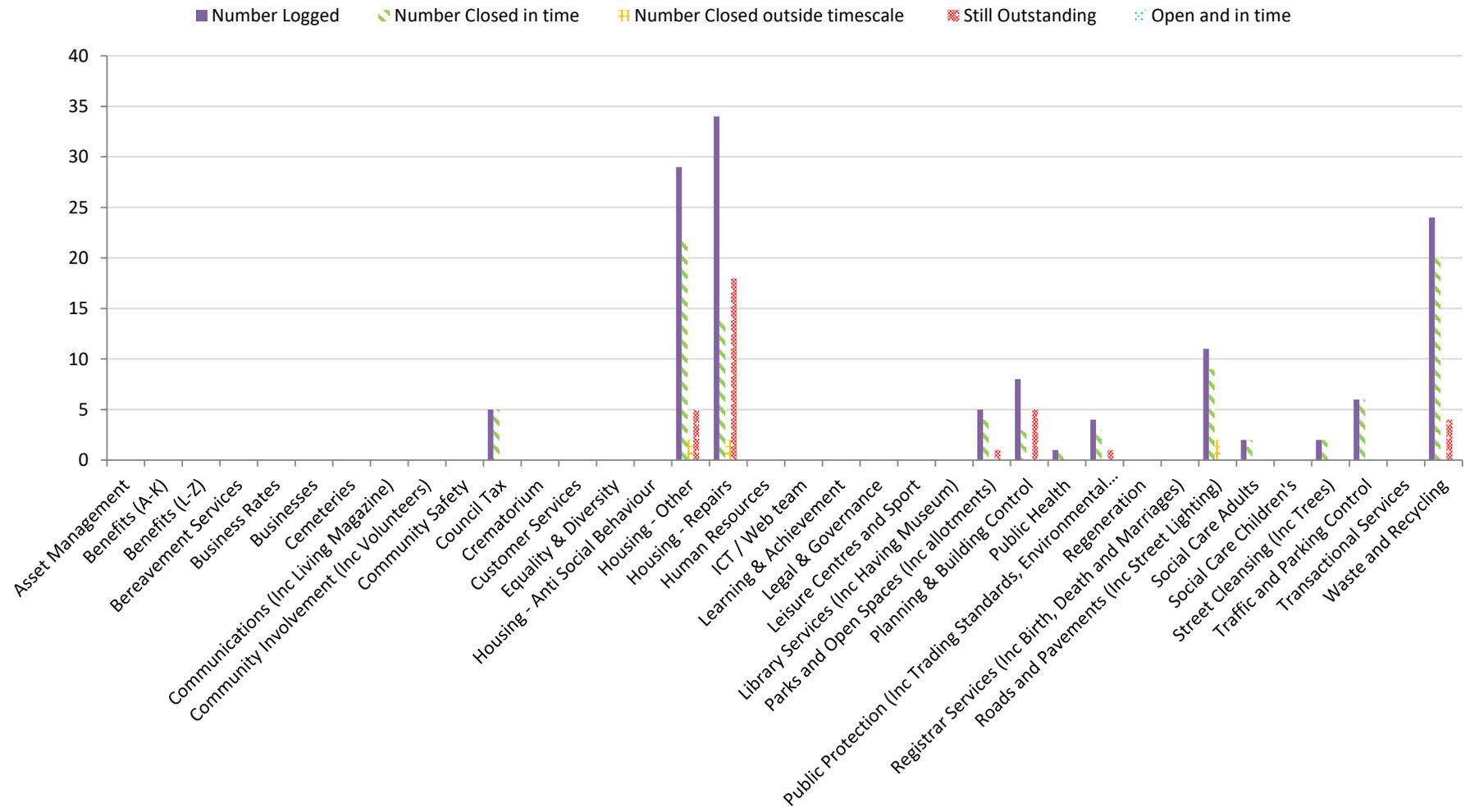
Corporate Complaints Report - Quarter 1 - April to June 2021

	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	2	1	50%	1							
Benefits (A-K)											
Benefits (L-Z)	2	2	100%								
Bereavement Services	3	3	100%								
Business Rates	3	2	67%	1							
Businesses											
Cemeteries	1	0	0%	1							
Communications (Inc Living Magazine)											
Community Involvement (Inc Volunteers)											
Community Safety	1	0	0%	1							
Council Tax	21	20	95%	1		5	5	100%			
Crematorium	4	4	100%								
Customer Services	5	5	100%								
Equality & Diversity											
Housing - Anti Social Behaviour	1	0	0%	1							
Housing - Other	134	94	70%	22	18	29	22	76%	2	5	
Housing - Repairs	135	82	61%	24	29	34	14	41%	2	18	
Human Resources											
ICT / Web team											
Learning & Achievement											
Legal & Governance	1	0	0%	1							
Leisure Centres and Sport	2	2	100%								
Library Services (Inc Having Museum)	1	1	100%								
Parks and Open Spaces (Inc allotments)	9	8	89%	1		5	4	80%	0	1	
Planning & Building Control	18	10	56%	8		8	3	38%		5	
Public Health						1	1	100%			
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	20	9	45%	11		4	3	75%		1	
Regeneration											
Registrar Services (Inc Birth, Death and Marriages)											
Roads and Pavements (Inc Street Lighting)	53	28	53%	24	1	11	9	82%	2		
Social Care Adults						2	2	100%			
Social Care Children's											
Street Cleansing (Inc Trees)	29	21	72%	8		2	2	100%			
Traffic and Parking Control	60	42	70%	18		6	6	100%			
Transactional Services	1	1	100%								
Waste and Recycling	154	139	90%	15		24	20	83%	1	3	
Total	660	474	72%	138	48	131	91	69%	7	33	0

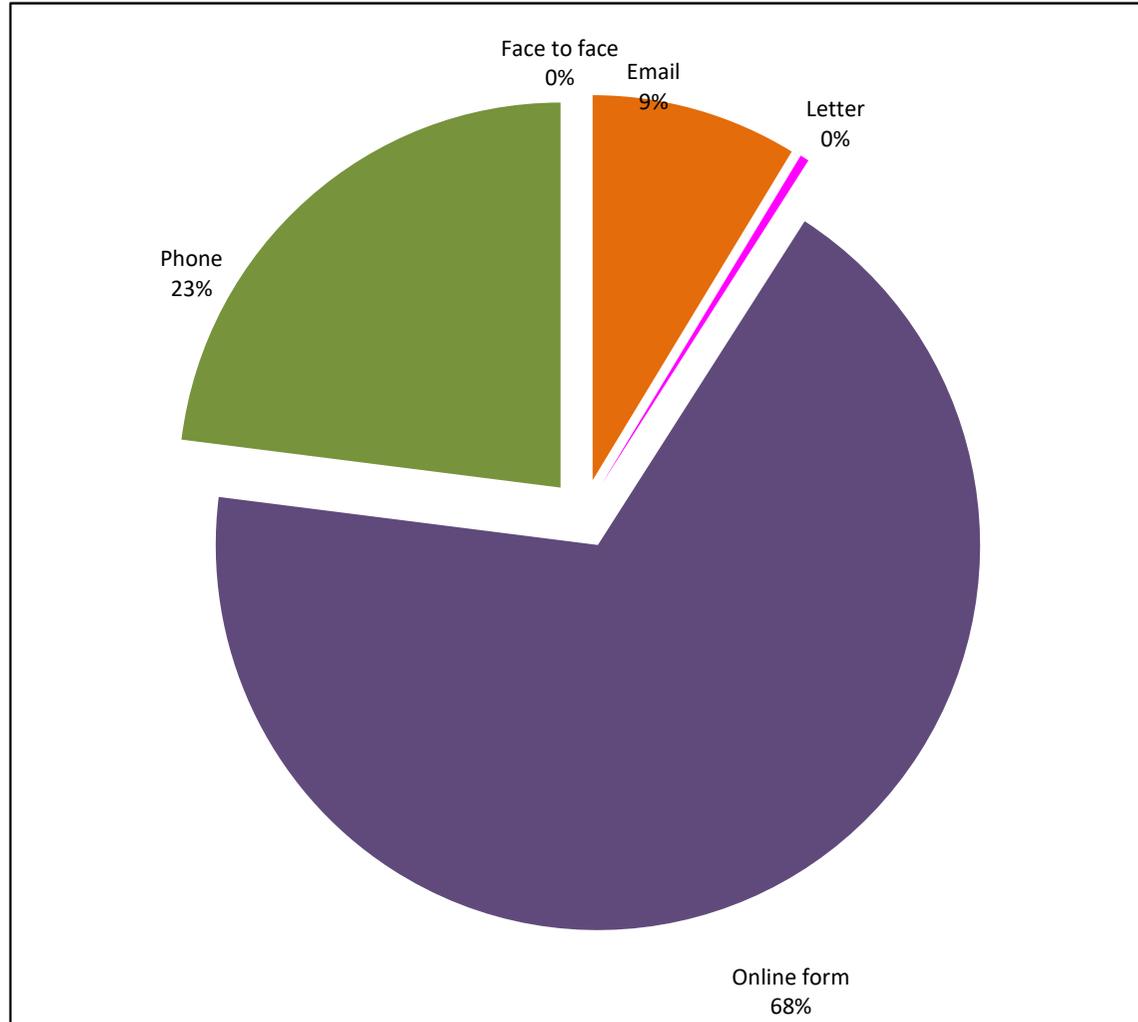
Stage 1 by Topic



Stage 2 by Topic



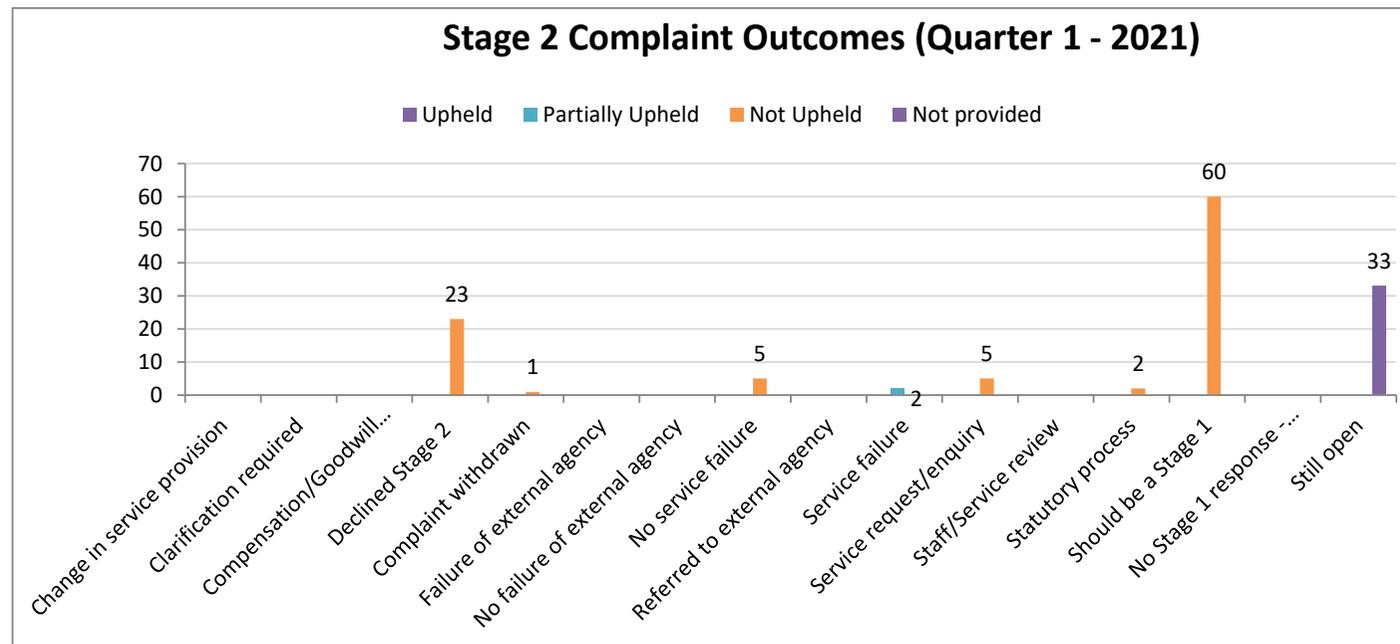
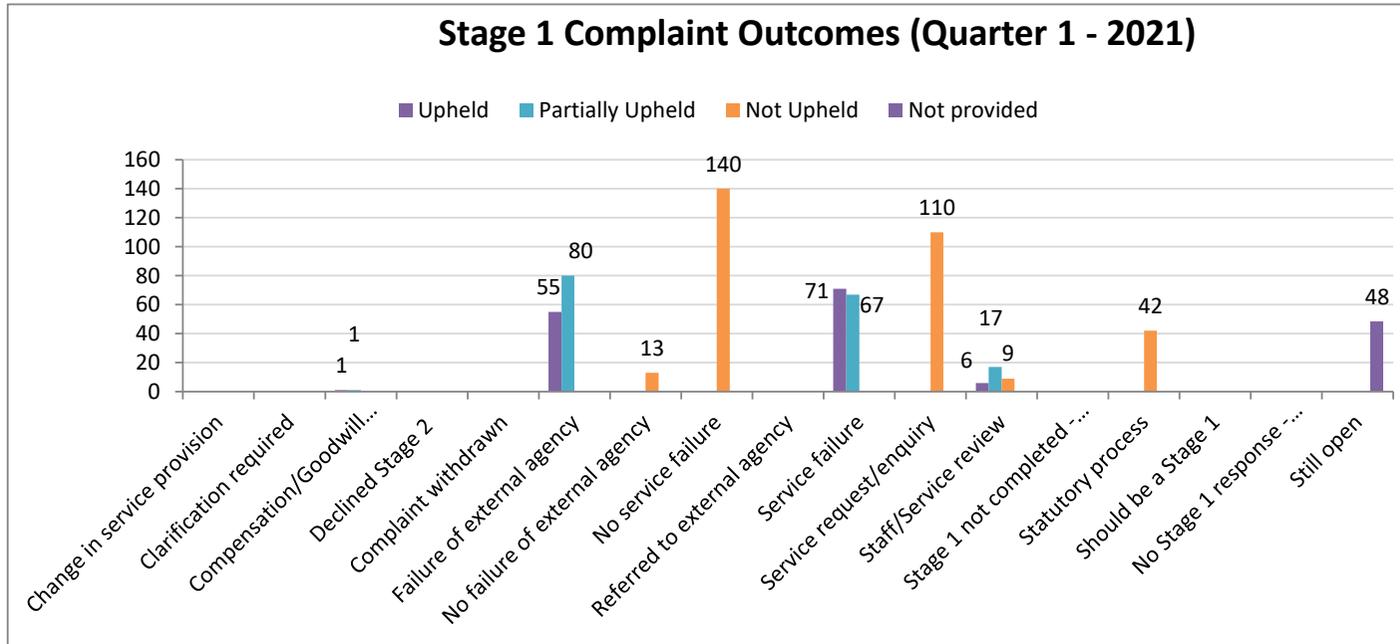
Contact Type Quarter 1 2021/22



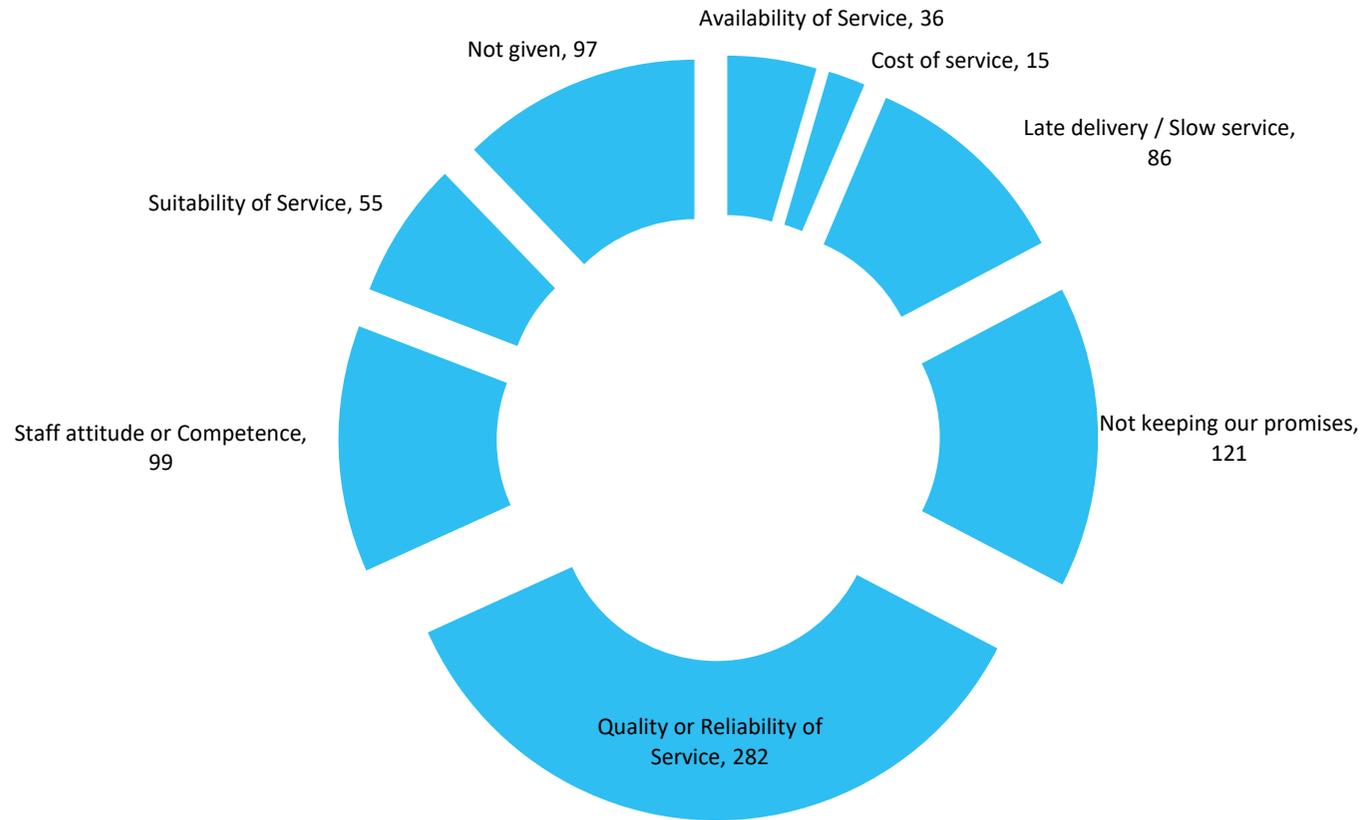
Corporate Complaints Report - Quarter 1 - April to June 2021

	Carry Over	April				May				June				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	0	1	0%			1	100%							2
Benefits (A-K)	0													0
Benefits (L-Z)	0									2	100%			2
Bereavement Services	0	2	100%							1	100%			3
Business Rates	0					2	100%			1	0%			3
Businesses	0													0
Cemeteries	0									1	0%			1
Communications (Inc Living	0													0
Community Involvement (Inc	0													0
Community Safety	0	1	0%											1
Council Tax	0	7	100%	2	100%	7	100%	1	100%	7	86%	2	100%	21
Crematorium	0					2	100%							2
Customer Services	0	4	100%							3	100%			7
Equality & Diversity	0													0
Housing - Anti Social Behaviour	0									1	0%			1
Housing - Other	0	41	61%	9	56%	37	70%	5	80%	56	77%	15	87%	134
Housing - Repairs	0	39	62%	15	27%	51	65%	10	70%	45	56%	9	33%	135
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	0													0
Legal & Governance	0									1	0%			1
Leisure Centres and Sport	0	1	100%							1	100%			2
Library Services (Inc Having	0					1	100%							1
Parks and Open Spaces (Inc	0	1	100%	1	100%	2	50%	2	50%	6	100%	2	100%	9
Planning & Building Control	0	7	57%	3	33%	4	50%	2	0%	7	57%	3	67%	18
Public Health	0							1	100%					0
Public Protection (Inc Trading	0	6	83%	2	50%	6	0%	2	100%	8	50%			20
Regeneration	0													0
Registrar Services (Inc Birth, Death	0													0
Roads and Pavements (Inc Street	0	17	71%	4	50%	12	50%	6	100%	24	42%	1	100%	53
Social Care Adults	0			1	100%			1	100%					0
Social Care Children's	0													0
Street Cleansing (Inc Trees)	0	8	63%			3	100%	1	100%	18	72%	1	100%	29
Traffic and Parking Control	0	22	82%	5	100%	18	83%		0%	20	45%	1	100%	60
Transactional Services	0	1	100%								100%			1
Waste and Recycling	0	65	93%	4	5%	37	95%	9	89%	52	85%	11	82%	154
Stage 1 Logged (Total)	0	223				183				254				660
Completed in 10 days (%)			76%				73%				67%			
Stage 2 logged (Total)				46				40				45		131
Completed in 25 days (%)					54%				80%				76%	

* 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 Reasons (Quarter 1 - 2021)



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		1			2
Benefits (A-K)									0
Benefits (L-Z)						2			2
Bereavement Services			1			2			3
Business Rates	1			1		1			3
Cemeteries						1			1
Communications (inc Living Messages)									0
Council Tax	3	1	2	8	2	4	4	2	26
Crematorium									0
Customer Services	4	2		1		1	1		9
Community Safety		1							1
Housing - Anti Social Behaviour	1								1
Housing - Other	3	14	28	37	3	27	5	46	163
Housing - Repairs	4	24	18	72	2	10	10	29	169
Learning & Achievement									0
Legal & Governance				1					1
Leisure Centres and Sport				1			1		2
Library Services (inc Reading Rooms)							1		1
Parks and Open Spaces (inc allotments)	1	2	1	4	1	2	3		14
Planning & Building Control		4	1	7	1	5	6	2	26
Public Health				1					1
Public Protection (inc Trading Standards, Environmental Health & Fire)	1	1	10	5		3	3	1	24
Regeneration									0
Registrar Services (inc Birth, Death & Marriage)									0
Roads and Pavements (inc Street Lighting)	2	12	10	24		8	8		64
Social Care Adults						2			2
Social Care Children's									0
Street Cleansing (Inc Trees)	1	2	5	16		4	2	1	31
Traffic and Parking Control	7	1	9	26	1	11	4	7	66
Transactional Services			1						1
Waste and Recycling	8	22	35	77	5	15	7	9	178
Total:	36	86	121	282	15	99	55	97	791

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