



2013/14

Annual Complaints Report

1. Introduction

1.1. This report provides details of performance in relation to complaints handling in The Moray Council for the period April 2013 to March 2014. This report does not cover Social Work Complaints as these follow a separate policy and are reported separately.

1.2. The Moray Council's definition of a complaint is:

'An expression of dissatisfaction by one or more members of the public about the local authority's action or lack of action, or the standard of service provided by or on behalf of the local authority.'

This applies to all Moray Council services: i.e. those provided directly including educational services and schools, housing and waste; and indirectly including certain aspects of care provision.

2. Complaints Performance Indicators

2.1. As part of the Local Authority Model Complaints Handling Procedure the SPSO provide a suite of performance indicators. The indicators provide the minimum requirement for a local authority to self-assess and report on performance, and to undertake benchmarking activities. Local authorities may, however, develop and report additional performance indicators considered to be relevant to the services provided.

Note: percentages may not total 100% due to rounding

1. Complaints Volume	2013/14
Total Number of complaints closed	447
Mid-year population estimate	92,910
Total Number of complaints received per thousand population	4.85

2. Complaints closed at stage one and stage two as a percentage of all complaints closed.	2013/14
Number of complaints closed at stage 1	260
Complaints closed at stage 1 as a % of all complaints closed	58.5%
Number of complaints closed at stage 2	178
Complaints closed at stage 2 as a % of all complaints closed	39.5%
Number of complaints closed at stage 2 after escalation	9

Complaints closed at stage 2 after escalation as a % of all complaints closed	2.0%
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3. The number of complaints upheld/partially upheld/not upheld at each stage as a percentage of complaints closed in full at each stage.	2013/14
Number of complaints upheld at stage 1	50
complaints upheld at stage 1 as a % of all complaints closed at stage 1	19.3%
Number of complaints partially upheld at stage 1	26
complaints partially upheld at stage 1 as a % of all complaints closed at stage 1	9.8%
Number of complaints not upheld at stage 1	184
complaints not upheld at stage 1 as a % of all complaints closed at stage 1	70.8%
Number of complaints upheld at stage 2	35
complaints upheld at stage 2 as a % of all complaints closed at stage 2	19.7%
Number of complaints partially upheld at stage 2	35
complaints partially upheld at stage 2 as a % of all complaints closed at stage 2	20.8%
Number of complaints not upheld at stage 2	106
complaints not upheld at stage 2 as a % of all complaints closed at stage 2	59.6%
Number of complaints upheld at stage 2 after escalation	1
complaints upheld at stage 2 after escalation as a % of all complaints closed at stage 2 after escalation	11.1%
Number of complaints partially upheld at stage 2 after escalation	2
complaints partially upheld at stage 2 after escalation as a % of all complaints closed at stage 2 after escalation	22.2%
Number of complaints not upheld at stage 2 after escalation	6
complaints not upheld at stage 2 after escalation as a % of all complaints closed at stage 2 after escalation	66.7%

4. The average time in working days for a full response to complaints at each stage.	2013/14
Sum of the total number of working days taken for all complaints closed at stage 1	917
Number of complaints closed at stage 1	260
average time in working days to respond to complaints at stage 1	3.6
Sum of the total number of working days taken for all complaints closed at stage 2	3155
Number of complaints closed at stage 2	178
average time in working days to respond to complaints at stage 2	17.7
Sum of the total number of working days taken for all complaints closed at stage 2 after escalation	145
Number of complaints closed at stage 2 after escalation	9
average time in working days to respond to complaints at stage 2 after escalation	16.1

5. The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days.	2013/14
number of complaints closed at stage 1 within 5 working days	230
number of complaints closed at stage 1	260
% of complaints closed at stage 1 within 5 working days	87.5%
number of complaints closed at stage 2 within 20 working days	116
number of complaints closed at stage 2	178
% of complaints closed at stage 2 within 20 working days	65.2%
number of complaints closed at stage 2 after escalation within 20 working days	6
number of complaints closed at stage 2 after escalation	9
% of complaints closed at stage 2 after escalation within 20 working days	66.7%

6. The number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised.	2013/14
number of complaints closed at stage 1 after 5 working days where an extension was authorised	0
number of complaints closed at stage 1 after 5 working days	33
% of complaints closed at stage 1 after 5 working days where an extension was authorised	0%
number of complaints closed at stage 2 after 20 working days where an extension was authorised	28
number of complaints closed at stage 2 after 20 working days	62
% of complaints closed at stage 2 after 20 working days where an extension was authorised	45.2%

7. A statement to report customer satisfaction with the complaints service provided.

A customer satisfaction survey for the complaints service was not carried out in 2013/14. Therefore information for 2013/14 is not available.

A survey has since been developed and complainants are currently being surveyed on the complaints service. This will be an ongoing survey carried out on a quarterly basis. A full survey report will be included as part of the next annual report.

8. A statement outlining changes or improvements to services or procedures as a result of the consideration of complaints.

During the 2013/14 reporting year, any changes or improvements within services have been carried out on a case by case basis. Work is ongoing to capture improvements corporately to enable wider organisational learning from complaints to take place. However, some examples of changes made within services as a result of complaints are:

- Across a number of departments there has been a commitment to review and reinforce a variety of policies and procedures
- Community Wardens will now show their identification card as a matter of course to all new customers
- In the Planning department, a change has been made in order to improve customer service, in that individual officers dealing with issues will now put their own details on correspondence.