

# Complaints Monitoring Report

## Chief Executive's Office

### Quarter 1 2015/16 - April to June 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2015 – May 2015)

#### Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	3	N/A	0	N/A	0	N/A	3	N/A	2	N/A
Number of complaints closed - Frontline	0	0%	0	N/A	0	N/A	2	67%	1	50%
Number of complaints closed - Investigative	3	100%	0	N/A	0	N/A	1	33%	1	50%
Number of complaints closed - Escalated	0	0%	0	N/A	0	N/A	0	0%	0	0%

#### Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	N/A	0	0%	0	0%
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	N/A	0	0%	0	0%
Number of Frontline complaints not upheld	0	N/A	0	N/A	0	N/A	2	100%	1	100%

**Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	N/A	0	N/A	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	N/A	0	N/A	0	0%	1	100%
Number of Investigative complaints not upheld	1	33%	0	N/A	0	N/A	1	100%	0	0%

**Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

**The average time in working days for a full response to complaints at each stage**

	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Average time in working days for a full response - Frontline	0	0	0	2	2
Average time in working days for a full response - Investigative	36	0	0	22	12
Average time in working days for a full response - Escalated	0	0	0	0	N/A

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	0	N/A	0	N/A	2	100%	1	100%
Number of complaints closed within 20 working days - Investigative	0	0%	0	N/A	1	N/A	0	0%	1	100%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	N/A	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	1	33%	0	N/A	0	N/A	0	0%	0	0%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7624	Process/Procedure	Part upheld	PPR and Communication Officer	No action was taken because the circumstances which caused a delay during the period of hand-over of a post have an extremely low risk of recurrence. The present arrangement is thought to be sufficient.

# Complaints Monitoring Report Community Care

Quarter 1 2015/16 - April to June 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March2015 – May 2015)

## Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	4	N/A	4	N/A	7	N/A	3	N/A	6	N/A
Number of complaints closed - Frontline	0	0%	2	50%	1	14%	0	0%	0	0%
Number of complaints closed - Investigative	3	75%	2	50%	6	86%	2	100%	4	67%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

## Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	33%	1	50%	1	100%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	1	50%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	2	67%	0	0%	0	0%	0	0%	0	0%

**Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	50%	0	0%	1	50%	2	50%
Number of Investigative complaints partially upheld	0	0%	0	0%	2	33%	0	0%	2	50%
Number of Investigative complaints not upheld	0	0%	1	50%	4	67%	1	50%	0	0%

**Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

**The average time in working days for a full response to complaints at each stage**

	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Average time in working days for a full response - Frontline	N/A	1	1	N/A	N/A
Average time in working days for a full response - Investigative	29	2	16	16	15
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	0%	2	100%	1	100%	0	0%	N/A	N/A
Number of complaints closed within 20 working days - Investigative	2	66%	2	100%	5	83%	2	100%	3	75%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Notes:

In quarter 4 no investigative complaints were responded to outside to the target timescale.

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	N/A	1	100%	0	0%	1	25%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
	SW - Stage 1 Complaint Against Other	Upheld	Head of Service	Reinforcement: Apology sent, Head of Service to offer a meeting.
	SW - Stage 1 Complaint Against Service – Self Directed Care	Upheld	Head of Service	Review/Revise: Costs have been reviewed and reduced.
	SW - Stage 1 Complaint Against Staff	Part Upheld	Head of Service	Redress: Staff put on additional awareness training.
	SW - Stage 1 Complaint Against Staff	Part Upheld	Head of Service	Review/Revise: Meeting process changed.

## Complaints Monitoring Report Criminal Justice

**Quarter 1 2015/16 - April to June 2015**

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2015 – May 2015)

### Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	0	N/A	1	100%	0	N/A	0	N/A	0	N/A
Number of complaints closed - Frontline	0	N/A	1	100%	0	N/A	0	N/A	0	N/A
Number of complaints closed - Investigative	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of complaints closed - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

### Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Frontline complaints not upheld	0	N/A	1	100%	0	N/A	0	N/A	0	N/A



**Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Investigative complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Investigative complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

**Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

**The average time in working days for a full response to complaints at each stage**

	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Average time in working days for a full response - Frontline	N/A	8	N/A	N/A	N/A
Average time in working days for a full response - Investigative	N/A	N/A	N/A	N/A	N/A
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	1	100%	0	N/A	0	N/A	0	N/A
Number of complaints closed within 20 working days - Investigative	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

Notes:

In quarter 4 no investigative complaints were responded to outside to the target timescale.

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

ID	Type of Complaint	Outcome	Responsible Officer	Action taken

## Complaints Monitoring Report Corporate Services

### Quarter 1 2015/16 - April to June 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2015 – May 2015)

#### Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	19	N/A	8	N/A	9	N/A	2	N/A	7	N/A
Number of complaints closed - Frontline	18	90%	6	67%	5	63%	0	0%	6	86%
Number of complaints closed - Investigative	1	5%	2	22%	2	25%	2	100%	0	0%
Number of complaints closed - Escalated	1	5%	1	11%	1	13%	0	0%	1	14%

#### Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	5	28%	3	50%	0	0%	0	N/A	3	50%
Number of Frontline complaints partially upheld	5	28%	1	17%	1	20%	0	N/A	1	17%
Number of Frontline complaints not upheld	15	83%	2	33%	4	80%	0	N/A	2	33%

**Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	50%	0	0%	0	0%	0	N/A
Number of Investigative complaints partially upheld	0	0%	1	50%	0	0%	1	50%	0	N/A
Number of Investigative complaints not upheld	1	100%	0	0%	2	100%	1	50%	0	N/A

**Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	N/A	1	100%
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	N/A	0	0%
Number of Escalated complaints not upheld	0	0%	0	0%	1	100%	0	N/A	0	0%

**The average time in working days for a full response to complaints at each stage**

	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Average time in working days for a full response - Frontline	4	5	2	0	5
Average time in working days for a full response - Investigative	9	17	16	16	N/A
Average time in working days for a full response - Escalated	0	0	29	0	29

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	18	95%	5	63%	5	56%	0	N/A	3	50%
Number of complaints closed within 20 working days - Investigative	1	100%	2	100%	2	100%	1	50%	0	N/A
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	0%	0	N/A	0	0%

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	N/A	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7633	Council Tax	Upheld	Customer Services Manager	Reimbursement - A voluntary payment of £10 was made to the complainant because of the inconvenience caused by the delay. The staff involved were spoken to about understanding the instructions from Council Taxpayers and the need for instructions to be clearly given when handing work between sections.
7587	Council Tax	Upheld	Taxation Officer	Reinforcement - Direct Debit arrangements at end of financial year are to be reinforced.

7640	Housing/Council Tax Benefit	Upheld	Benefits Appeals Officer	Review/Revise - Benefits staff were reminded to ask for further information when processing claims.
7663	Council Tax	Upheld	Taxation Officer	Review/Revise - There is to be a revision of procedures relating to Direct Debit collection and arrears.
7714	Housing/Council Tax Benefit	Part upheld	Benefits Appeals Officer	Review/Revise - Training is to be enhanced to avoid a further occurrence of this administration error. An apology was made to the complainant.

## Complaints Monitoring Report Development Services

**Quarter 1 2015/16 - April to June 2015**

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2015 – May 2015)

### Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	14	N/A	14	N/A	16	N/A	12	N/A	6	N/A
Number of complaints closed - Frontline	5	36%	8	57%	8	50%	6	50%	3	50%
Number of complaints closed - Investigative	9	64%	6	43%	8	50%	6	50%	3	50%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

### Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	20%	1	13%	0	0%	1	17%	0	0%
Number of Frontline complaints partially upheld	0	0%	2	25%	2	25%	3	50%	1	33%
Number of Frontline complaints not upheld	4	80%	5	63%	6	75%	2	33%	2	67%



**Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	2	22%	2	33%	1	13%	0	0%	1	33%
Number of Investigative complaints not upheld	7	78%	4	67%	7	88%	6	100%	2	67%

**Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

**The average time in working days for a full response to complaints at each stage**

	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Average time in working days for a full response - Frontline	2.8	4.6	3.5	4.3	4.7
Average time in working days for a full response - Investigative	14	18.5	20.5	20.6	13.7
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	5	100%	7	88%	8	100%	6	100%	2	67%
Number of complaints closed within 20 working days - Investigative	9	100%	4	67%	5	63%	4	67%	3	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	2	25%	0	0%	0	0%	1	33%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	17%	0	0%	2	33%	0	0%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7594	Complaint Against Staff	Part upheld	Principal Planning Officer	Reinforcement – The member of staff involved was reminded of procedures when dealing with planning applicants.
7572	Complaint Against Staff	Part upheld	Manager Development Management	Review/revise - Duty desk procedures are to be reviewed to produce recommendations for improvements.

## Complaints Monitoring Report Direct Services

### Quarter 1 2015/16 - April to June 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2015 – May 2015)

#### Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	49	N/A	45	N/A	25	N/A	24	N/A	12	N/A
Number of complaints closed - Frontline	44	90%	39	87%	21	84%	22	92%	8	67%
Number of complaints closed - Investigative	1	2%	4	9%	0	0%	2	8%	0	0%
Number of complaints closed - Escalated	4	8%	2	4%	4	16%	0	0%	4	33%

#### Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	4	9%	5	13%	1	5%	0	0%	1	13%
Number of Frontline complaints partially upheld	2	5%	6	15%	1	5%	1	5%	1	13%
Number of Frontline complaints not upheld	38	86%	28	72%	19	90%	21	95%	6	75%

**Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	N/A	0	0%	0	N/A
Number of Investigative complaints partially upheld	0	0%	0	0%	0	N/A	0	0%	0	N/A
Number of Investigative complaints not upheld	1	100%	4	100%	0	N/A	2	100%	0	N/A

**Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	N/A	1	25%
Number of Escalated complaints partially upheld	0	0%	1	50%	0	0%	0	N/A	0	0%
Number of Escalated complaints not upheld	4	100%	1	50%	4	100%	0	N/A	3	75%

**The average time in working days for a full response to complaints at each stage**

	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Average time in working days for a full response - Frontline	2.8	7.9	4.7	3.6	2.6
Average time in working days for a full response - Investigative	19	26	N/A	24.5	N/A
Average time in working days for a full response - Escalated	16.2	16.5	12.7	N/A	16.7

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	42	95%	28	72%	18	86%	21	95%	8	100%
Number of complaints closed within 20 working days - Investigative	1	100%	1	25%	0	N/A	1	50%	0	N/A
Number of complaints closed within 20 working days - Escalated	3	75%	2	100%	4	100%	0	N/A	4	100%

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	2	5%	1	5%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	17%	0	0%	1	50%	0	0%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7635	Complaint Against Staff	Part upheld	PA to HoDS	Reinforcement – The driver was reminded of his obligations
7632	Process/Procedure	Upheld	Waste Disposal Officer	Reinforcement – Recycling staff were reminded of the closing time for accepting waste.
7570	Other	Upheld	PA to HoDS	review/revise – This is to be monitored and a formal assessment will be conducted if any further fault found

## Complaints Monitoring Report Education and Social Care (Schools & Curriculum Development and Lifelong Learning, Culture & Sport)

**Quarter 1 2015/16 - April to June 2015**

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2015 – May 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	15	N/A	13	N/A	6	N/A	17	N/A	11	N/A
Number of complaints closed - Frontline	9	60%	2	15%	2	33%	0	0%	2	18%
Number of complaints closed - Investigative	6	40%	11	85%	4	67%	16	100%	9	82%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%
Notes: A total of 11 complaints were received during quarter 1, all of which were closed within the period. Two were <b>Frontline</b> complaints and 9 were <b>Investigative stage</b> complaints.										

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	11%	0	0%	0	0%	0	N/A	1	50%
Number of Frontline complaints partially upheld	1	11%	0	0%	0	0%	0	N/A	0	0%
Number of Frontline complaints not upheld	7	78%	2	100%	2	100%	0	N/A	0	0%
Notes: One of the two <b>Frontline</b> complaints was upheld. The other Frontline complaint has had a response sent though remains to be determined.										

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	33%	1	9%	0	0%	2	13%	2	22%
Number of Investigative complaints partially upheld	0	0%	3	27%	3	75%	9	56%	2	22%
Number of Investigative complaints not upheld	4	67%	7	64%	1	25%	5	31%	5	56%
Notes: Of the 9 <b>Investigative stage</b> complaints, 2 were upheld, 2 were part upheld and 5 were not upheld.										

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Notes: N/A										

<b>The average time in working days for a full response to complaints at each stage</b>					
	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Average time in working days for a full response - Frontline	2.3	2.5	1.5	N/A	7
Average time in working days for a full response - Investigative	15.7	15.5	17	11	13
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Notes:

The average time taken to respond to the two **Frontline** complaints was 7 days against a target of 5 days, about three times the average time for the same quarter last year.

The average time taken to respond to the 9 **Investigative stage** complaints was 13 days against a target of 20 days, slightly lower than for the same period last year.

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	9	100%	2	100%	2	100%	N/A	N/A	1	50%
Number of complaints closed within 20 working days - Investigative	4	67%	9	82%	4	100%	15	88%	8	89%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Notes:

One **Frontline** complaint (50%) was closed within the target time of 5 working days and eight **Investigative stage** complaints (89%) were closed within the target time of 20 working days. The **Frontline** complaint responded to outwith the timescale was 8 days late and the **Investigative stage** complaint responded to outwith timescale was 1 day late.

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	N/A	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	33%	0	0%	0	0%	0	0%	1	11%

Notes:

No extensions were authorised for **Frontline** complaints and 1 extension was authorised for an **Investigative stage** complaint.



<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
7681	Process / Procedure	Upheld	Head of Schools & Curriculum Development	Apology given for staff not abiding by the reasonable adjustments agreed with the school. Exclusion to be rescinded and removed from pupil's record. Reinforcement to all staff of the adjustments agreed and necessity to accept these.
7552	Other	Part upheld	Quality Improvement Officer	Apology given for acting in a manner perceived as intimidating by parent.
7576	Complaint Against Staff	Part upheld	Quality Improvement Officer	Revise procedure for Active Schools Co-ordinator checking attendance at after school clubs.
7580	Complaint Against Staff	Upheld	Quality Improvement Officer	Exclusion policy to be reviewed - investigating officer found a lack of clarity and transparency in the policy. Lack of communication with parent, apology given in response letter and this is also to be looked at in the exclusion policy review.
7651	Process / Procedure	Upheld	Education Resources Manager	Review & revision of procedures. Hall Keepers contact details to be displayed in the Hall. Equipment checked and replaced where necessary. Reduction of £50 in Hall fee offered.

## Complaints Monitoring Report Education and Social Care (Integrated Children's Services)

### Quarter 1 2015/16 - April to June 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2015 – May 2015)

<b>Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	9	N/A	7	N/A	6	N/A	15	N/A	13	N/A
Number of complaints closed - Frontline	0	0%	0	0%	0	0%	1	7%	0	0%
Number of complaints closed - Investigative	7	100%	7	100%	5	100%	12	86%	12	100%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	1	7%	0	0%
Notes: A total of 13 complaints were received during the quarter, of which 12 were responded to before the end of the reporting period. The number of complaints was up by 4 on the same period last year. All closed complaints were at Investigative Stage.										

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of Frontline complaints not upheld	0	N/A	0	N/A	0	N/A	1	100%	0	N/A
Notes: N/A										

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	14%	0	0%	1	20%	2	17%	3	25%
Number of Investigative complaints partially upheld	1	14%	3	43%	2	40%	3	25%	1	8%
Number of Investigative complaints not upheld	5	71%	4	57%	2	40%	7	58%	8	67%
Notes: Three of the 12 Investigative complaints closed during quarter 1 were upheld, one was part upheld and eight were not upheld. The proportion upheld is slightly higher than normal.										

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	1	100%	0	N/A
Notes: N/A										

<b>The average time in working days for a full response to complaints at each stage</b>					
	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Average time in working days for a full response - Frontline	N/A	N/A	N/A	7	N/A
Average time in working days for a full response - Investigative	23	11	16	23	18.5
Average time in working days for a full response - Escalated	N/A	N/A	N/A	13	N/A

Notes:

The average time taken to respond to the 12 **Investigative Stage** complaints was 18.5 days, against a target of 20 days. The average response time this quarter has reduced compared with the same quarter in 2014/15 (23 days), and is lower than last quarter.

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of complaints closed within 20 working days - Investigative	5	56%	6	86%	4	67%	7	58%	8	62%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	1	50%	0	N/A

Notes:

Of the 12 **Investigative Stage** complaints, eight were responded to within the 20 working day target. This represents 62% compared with 56% in the same quarter last year.

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	3	33%	1	14%	0	0%	3	21%	1	8%

Notes:

An extension was authorised for just one of the **Investigative stage** complaints, which was upheld.

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
7427	Complaint against staff	Part upheld	Corporate Director, Education & Social Care	Apology given in relation to the lack of assistance offered for travel to visit her son.
7546	Complaint against staff	Upheld	Continuing Support Service Manager	Review of the information provided in relation to adoption processes and decision making arrangements, including how/when and if information can be shared.
7562	Process / Procedure	Upheld	Head of Integrated Children's Services	Apology given for the complainant's call not being answered in a timely manner. The new system had gone live that morning and was not at full capacity. An additional line/receptionist is now in place together with an additional duty Social Worker. The option for callers to contact the Child Protection Unit remains open.
7652	Complaint against staff	Upheld	Head of Integrated Children's Services	Apology given for the delays and lack of communication regarding this. Reinforcement provided re: the importance of good communication. The team, which was in the early stages of development at the time, is now established with clear working relationships and operational protocols.

# Complaints Monitoring Report Housing and Property Services

**Quarter 1 2015/16 - April to June 2015**

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2015 – May 2015)

## Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	48	N/A	39	N/A	27	N/A	28	N/A	34	N/A
Number of complaints closed - Frontline	13	27%	8	21%	4	15%	5	18%	5	15%
Number of complaints closed - Investigative	35	73%	30	77%	23	85%	23	82%	29	85%
Number of complaints closed - Escalated	0	0%	1	3%	0	0%	0	0%	0	0%

## Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	15%	1	13%	1	25%	2	40%	0	0%
Number of Frontline complaints partially upheld	1	8%	2	25%	1	25%	0	0%	0	0%
Number of Frontline complaints not upheld	10	77%	5	63%	2	50%	3	60%	5	100%

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**Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	11	31%	5	17%	5	22%	5	22%	3	10%
Number of Investigative complaints partially upheld	2	6%	3	10%	7	30%	1	4%	3	10%
Number of Investigative complaints not upheld	22	63%	22	73%	11	48%	17	74%	23	79%

**Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	1	100%	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A

**The average time in working days for a full response to complaints at each stage**

	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Average time in working days for a full response - Frontline	2.2	2.9	3.2	2.6	3.4
Average time in working days for a full response - Investigative	17.5	17.3	17.3	20.3	22.1
Average time in working days for a full response - Escalated	N/A	19	N/A	N/A	N/A

**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	13	100%	8	100%	4	100%	5	100%	5	100%
Number of complaints closed within 20 working days - Investigative	31	89%	21	70%	21	91%	9	39%	17	58%
Number of complaints closed within 20 working days - Escalated	0	N/A	1	100%	0	N/A	0	N/A	0	N/A

**Notes:**

Five Investigative complaints took one day more than target. IDs:- 7542, 7545, 7658, 7679, 7685

7644 was 8 days late as it needed further investigation

7717 was 7 days late due to work pressures

7670 was 22 days late due to work pressures

7649 was 36 days late because the complainant re-reported the same complaint many times when further work had to be done

Three complaints were the subject of holding letters to extend their response due dates IDs: 7578, 7558, 7629

**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	3	9%	2	6%	1	4%	2	9%	3	12%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7561	Repairs/Capital/Planned maintenance	Part upheld	Head of Service	Redress Apology given for lack of communication and all outstanding works completed. Internal communication to be looked at in the DLO



7585	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Redress Apology given and internal steps being taken to address the service failure. All outstanding work completed.
7625	Complaint Against Staff	Upheld	Head of Service	Reinforcement Apology given and matter being dealt with through internal procedures.
7542	Repairs/Capital/Planned maintenance	Part upheld	Head of Service	Reinforcement Apology given and staff reminded of the importance of communicating delays with the tenants.
7578	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Redress Apology given for follow up work not being carried out. Arrangements being made to have the work completed. Communication within the DLO to be improved.
7659	Repairs/Capital/Planned maintenance	Part upheld	Head of Service	Reinforcement Apology given for SHW not following care instructions.