

## Complaints Monitoring Report Chief Executive's Office Services

### Quarter 2 2015/16 - July to September 2015

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

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

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

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

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

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

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

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 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:										

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

	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16
Average time in working days for a full response - Frontline	0	0	2	2	1
Average time in working days for a full response - Investigative	0	0	22	12	N/A
Average time in working days for a full response - Escalated	0	0	0	N/A	N/A
Notes:					

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

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

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

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

Notes:

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7759	Process/Procedure	Upheld	Complaints Officer	Review/Revise - The parking ticket was rescinded.

## Complaints Monitoring Report Corporate Services

### Quarter 2 2015/16 - July to September 2015

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

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	8	N/A	9	N/A	2	N/A	7	N/A	5	N/A
Number of complaints closed - Frontline	6	67%	5	63%	0	0%	6	86%	3	100%
Number of complaints closed - Investigative	2	22%	2	25%	2	100%	0	0%	0	0%
Number of complaints closed - Escalated	1	11%	1	13%	0	0%	1	14%	0	0%

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	50%	0	0%	0	N/A	3	50%	2	67%
Number of Frontline complaints partially upheld	1	17%	1	20%	0	N/A	1	17%	0	0%
Number of Frontline complaints not upheld	2	33%	4	80%	0	N/A	2	33%	1	33%

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

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

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

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

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

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

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

## Complaints Monitoring Report Development Services

### Quarter 2 2015/16 - July to September 2015

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

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	14	N/A	16	N/A	12	N/A	6	N/A	10	N/A
Number of complaints closed - Frontline	8	57%	8	50%	6	50%	3	50%	1	10%
Number of complaints closed - Investigative	6	43%	8	50%	6	50%	3	50%	8	80%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	1	10%
Notes:										

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	13%	0	0%	1	17%	0	0%	1	100%
Number of Frontline complaints partially upheld	2	25%	2	25%	3	50%	1	33%	0	0%
Number of Frontline complaints not upheld	5	63%	6	75%	2	33%	2	67%	0	0%
Notes:										



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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	1	13%
Number of Investigative complaints partially upheld	2	33%	1	13%	0	0%	1	33%	1	13%
Number of Investigative complaints not upheld	4	67%	7	88%	6	100%	2	67%	6	75%

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

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

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

	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16
Average time in working days for a full response - Frontline	4.6	3.5	4.3	4.7	5
Average time in working days for a full response - Investigative	18.5	20.5	20.6	13.7	14.7

Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	13
Notes:					

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	7	88%	8	100%	6	100%	2	67%	1	100%
Number of complaints closed within 20 working days - Investigative	4	67%	5	63%	4	67%	3	100%	8	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	1	100%
Notes:										

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

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

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
7842	Process/Procedure	Part upheld	Manager Development Management	Review/revise - Review procedures and set up a log of neighbour notification enquiries.
7740	Planning Permission	Part upheld	Head of Service	Review/revise - Review guidance to officer for acceptable overlooking distances to preserve amenity.
7860	Other	Upheld	Trading Standards Manager	review/revise - Advise customer services of publication of incorrect numbers in BT phone book
7744	Planning Permission	Upheld	Manager Development Management	Reimbursement - Advice on windows in Conservation Areas needs to be clear to ensure applications are not submitted unnecessarily.

## Complaints Monitoring Report Direct Services

### Quarter 2 2015/16 - July to September 2015

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

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	45	N/A	25	N/A	24	N/A	12	N/A	10	N/A
Number of complaints closed - Frontline	39	87%	21	84%	22	92%	8	67%	7	70%
Number of complaints closed - Investigative	4	9%	0	0%	2	8%	0	0%	0	0%
Number of complaints closed - Escalated	2	4%	4	16%	0	0%	4	33%	3	30%
Notes:										

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	5	13%	1	5%	0	0%	1	13%	2	29%
Number of Frontline complaints partially upheld	6	15%	1	5%	1	5%	1	13%	0	0%
Number of Frontline complaints not upheld	28	72%	19	90%	21	95%	6	75%	5	71%
Notes:										

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

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

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

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

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

	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16
Average time in working days for a full response - Frontline	7.9	4.7	3.6	2.6	4.6

Average time in working days for a full response - Investigative	26	N/A	24.5	N/A	N/A
Average time in working days for a full response - Escalated	16.5	12.7	N/A	16.7	17.7
Notes:					

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	28	72%	18	86%	21	95%	8	100%	6	86%
Number of complaints closed within 20 working days - Investigative	1	25%	0	N/A	1	50%	0	N/A	0	N/A
Number of complaints closed within 20 working days - Escalated	2	100%	4	100%	0	N/A	4	100%	3	100%
Notes:										

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

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

Notes:

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
7822	Complaint Against Staff	Upheld	Waste Management Officer	Redress This was discussed with staff member and an apology was sent to the complainant
7838	Lairs	Upheld	Lands and Parks Officer	Redress Staff were reminded of procedures to do with clippings and shutting gates

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

**Quarter 2 2015/16 - July to September 2015**

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

<b>Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	13	N/A	6	N/A	17	N/A	11	N/A	9	N/A
Number of complaints closed - Frontline	2	15%	2	33%	0	0%	2	18%	2	25%
Number of complaints closed - Investigative	11	85%	4	67%	16	100%	9	82%	6	75%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%
Notes: A total of 9 complaints were received during the 2nd quarter. All but one of complaints were closed during the period. There were two <b>Frontline</b> and six <b>Investigative stage</b> complaints.										

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	N/A	1	50%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	N/A	0	0%	0	0%
Number of Frontline complaints not upheld	2	100%	2	100%	0	N/A	0	0%	2	100%
Notes: Of the two <b>Frontline</b> complaints made, neither was upheld.										



Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	9%	0	0%	2	13%	2	22%	1	17%
Number of Investigative complaints partially upheld	3	27%	3	75%	9	56%	2	22%	4	67%
Number of Investigative complaints not upheld	7	64%	1	25%	5	31%	5	56%	1	17%
Notes: Five of the six complaints at <b>Investigative Stage</b> were either Upheld or Partially Upheld with only one complaint not being Upheld. Cumulatively the percentage of Upheld and Partially Upheld complaints are higher in quarter 2 than any of the previous four quarters.										

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 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										

The average time in working days for a full response to complaints at each stage					
	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16
Average time in working days for a full response - Frontline	2.5	1.5	N/A	7	3.5

	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16
Average time in working days for a full response - Investigative	15.5	17	11	13	21
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A
Notes: Response times for <b>Frontline</b> complaints have halved from quarter 1. The average time taken to respond to <b>Investigative</b> complaints has increased by 50% from quarter 1, is higher than any of the previous four quarters and is now higher than the target of 20 working days.					

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	100%	2	100%	N/A	N/A	1	50%	2	100%
Number of complaints closed within 20 working days - Investigative	9	82%	4	100%	15	88%	8	89%	4	67%
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: Both <b>Frontline</b> complaints were closed within the 5 day timescale. Four out of 6 (67%) <b>Investigative</b> complaints were responded to within the 20 day timescale. Of the two <b>Investigative</b> complaints one was late by 5 days; the other was granted an extension and was closed in 39 days.										

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	N/A	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	1	11%	1	17%
Notes: One <b>Investigative</b> complaint was authorised an extension.										

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7723	Process/Procedure	Part Upheld	Head of Schools & Curriculum Development	Apology for delay in providing incident notes prior to the meeting. Procedures for contacting parents when child injured to be reviewed. First Aid pack to be taken to communal hall for PE lessons.
7732	Bullying	Part Upheld	Head of Schools & Curriculum Development	School acknowledges that incidents have taken place. Reinforcement given that staff to remain vigilant. School has support mechanisms in place with other agencies to provide support for young person. School to continue to liaise with other support agencies.
7756	Bullying	Part Upheld	Head of Schools & Curriculum Development	Acknowledgement that playground not managed appropriately. Apology given by HT and member of staff spoken to. School recognises the need to improve recording systems and actions taken when incidents occur.
7835	Other	Upheld	Head of Service Lifelong Learning, Culture & Sport	Acknowledgement of the nuisance of gulls. Moray Council is reviewing options to address the issue of gulls' at all relevant Moray Council properties.
7849	Other	Part Upheld	Head of Schools & Curriculum Development	Improved clarification of support procedures in place for pupil.

## Complaints Monitoring Report Housing and Property Services

### Quarter 2 2015/16 - July to September 2015

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

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	39	N/A	27	N/A	28	N/A	34	N/A	30	N/A
Number of complaints closed - Frontline	8	21%	4	15%	5	18%	5	15%	9	30%
Number of complaints closed - Investigative	30	77%	23	85%	23	82%	29	85%	21	70%
Number of complaints closed - Escalated	1	3%	0	0%	0	0%	0	0%	0	0%
Notes:										

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	13%	1	25%	2	40%	0	0%	3	33%
Number of Frontline complaints partially upheld	2	25%	1	25%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	5	63%	2	50%	3	60%	5	100%	6	67%
Notes:										

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	5	17%	5	22%	5	22%	3	10%	5	24%
Number of Investigative complaints partially upheld	3	10%	7	30%	1	4%	3	10%	2	10%
Number of Investigative complaints not upheld	22	73%	11	48%	17	74%	23	79%	14	67%
Notes:										

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

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

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

	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16
Average time in working days for a full response - Frontline	2.9	3.2	2.6	3.4	2.8

Average time in working days for a full response - Investigative	17.3	17.3	20.3	22.1	23.8
Average time in working days for a full response - Escalated	19	N/A	N/A	N/A	N/A
<p>Notes: 15 of the 30 complaints received had a late response.  7787 – 1 day, 7802 – 1 day, 7826 – 1 day, 7768 – 1 day, 7839 – 1 day, 7837– 1 day, 7763 – 5 days, 7854 – 9 days, 7820– 9 days, 7841 – 11 days , 7783 – 12 days (an extension was authorised), 7812 – 12 days, 7844– 12 days, 7856 – 12 days, 7782 – 20 days (an extension was authorised)  The reasons for the delays in responding are all to do with lack of resources.</p>					

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	8	100%	4	100%	5	100%	5	100%	8	89%
Number of complaints closed within 20 working days - Investigative	21	70%	21	91%	9	39%	17	59%	7	33%
Number of complaints closed within 20 working days - Escalated	1	100%	0	N/A	0	N/A	0	N/A	0	N/A
Notes:										

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 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	2	6%	1	4%	2	9%	3	10%	2	14%
Notes:										

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7738	Other	Upheld	Head of Service	Reinforcement - Apology given, member of staff informally disciplined.
7753	Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress - Work was done to the tenants approval
7824	Repairs/Capital/Planned maintenance	Upheld	Asset Manager	Redress - Apology given and work was completed to tenants approval
7727	Complaint Against Staff	Part upheld	Head of Service	Reinforcement _ Member of staff reminded that issues regarding private life are not to be dealt with during work time and apology given
7854	Other	Part upheld	Head of Service	Reimbursement - Apology given and Housing Manager asked to review the complaint and make changes to procedures where necessary.

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
7785	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Redress - Apology given for the lack of communication within the DLO. Work will be completed when an installation date is confirmed.
7817	Housing Disputes	Upheld	Senior Building Maintenance Manager	Reinforcement - The member of staff was disciplined and an apology was given.
7768	Repairs/Capital/Planned maintenance	Upheld	Asset Manager	Redress - Apology given for lack of communication and work now complete.
7839	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Reinforcement - Unreserved apology given. The Building Services Manager to examine why things went wrong to ensure it doesn't happen again.
7837	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Redress - Apology given and assurances that staff will be asked to reflect on their actions.



## Complaints Monitoring Report Integrated Children's Services

### Quarter 2 2015/16 - July to September 2015

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

<b>Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	7	N/A	6	N/A	15	N/A	13	N/A	6	N/A
Number of complaints closed - Frontline	0	0%	0	0%	1	7%	0	0%	0	0%
Number of complaints closed - Investigative	7	100%	5	100%	12	86%	12	100%	6	100%
Number of complaints closed - Escalated	0	0%	0	0%	1	7%	0	0%	0	0%
Notes: Six complaints received all of which were investigative.										

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	0%	0	N/A	0	N/A
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	0%	0	N/A	0	N/A
Number of Frontline complaints not upheld	0	N/A	0	N/A	1	100%	0	N/A	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>										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	20%	2	17%	3	25%	2	33%
Number of Investigative complaints partially upheld	3	43%	2	40%	3	25%	1	8%	2	33%
Number of Investigative complaints not upheld	4	57%	2	40%	7	58%	8	67%	2	33%
Notes: The combined percentage of upheld or partially upheld complaints represent two thirds of the complaints at investigative stage. This is higher proportion than any of the previous four quarters.										

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	0%	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	0%	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	1	100%	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>					
	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16
Average time in working days for a full response - Frontline	N/A	N/A	7	N/A	N/A
Average time in working days for a full response - Investigative	11	16	23	18.5	19
Average time in working days for a full response - Escalated	N/A	N/A	13	N/A	N/A
Notes: This figure is marginally higher than Quarter 1, however still remains below the target level of 20 days.					

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>										
	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	0	N/A	0	0%	0	N/A	N/A	N/A
Number of complaints closed within 20 working days - Investigative	6	86%	4	67%	7	58%	8	62%	5	83%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	1	50%	0	N/A	N/A	N/A
Notes: Of the 6 complaints received within the quarter, 5 were closed within 20 days, the remaining complaint was granted a two week extension period due to investigating officer being on annual leave.										

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

	Q2 2014/15		Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	0%	0	N/A	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	1	14%	0	0%	3	21%	1	8%	1	17%

Notes: One complaint was granted a two week extension period at Investigative stage. This complaint was partly upheld and was subsequently closed during this timescale.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7745	Complaint Against Staff	Upheld	Head of Integrated Children's Services	Apology given re mix up in communications due to incorrect contact details for complainant. Contact details updated and taxi fare reimbursed for attendance at cancelled meeting. Also acknowledged that complainant had not been informed about change of social worker. Explanations given for change and assurances given to ensure smooth transition of information between social workers.
7814	Other	Upheld	Head of Integrated Children's Services	Apology given. Social Background report amended.
7725	Complaint Against Staff	Part Upheld	Head of Integrated Children's Services	Apology given for lack of communication regarding changes in contact arrangements. Reinforcement given re appropriateness of comments made by social worker.
7725	Process/Procedure	Part Upheld	Head of Integrated Children's Services	Apologies given for factual errors within Childs plan, these have been addressed.