

## COMPLAINTS REPORTING – 2015/16 QUARTER 3

### Complaints Monitoring Report Chief Executive's Office

Quarter 3 2015/16 - October to December 2015

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Total number of complaints received	0	3	2	1	2
Total number of complaints closed	0	3	2	1	8
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	N/A	2	67%	1	50%	1	100%	5	63%
Number of complaints closed - Investigative	0	N/A	1	33%	1	50%	0	0%	3	38%
Number of complaints closed - Escalated	0	N/A	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										
FRONTLINE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	0%	0	0%	1	100%	0	0%
Number of Frontline complaints partially upheld	0	N/A	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	0	N/A	2	100%	1	100%	0	0%	5	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	0	0%	0	0%	0	N/A	0	0%
Number of Investigative complaints partially upheld	0	N/A	0	0%	1	100%	0	N/A	1	33%
Number of Investigative complaints not upheld	0	N/A	1	100%	0	0%	0	N/A	2	67%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 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					
RESPONSE TIME	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Average time in working days for a full response - Frontline	0	2	2	1	4
Average time in working days for a full response - Investigative	0	22	12	N/A	26
Average time in working days for a full response - Escalated	0	0	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										
MEETING TARGET TIMESCALES	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	2	100%	1	100%	1	100%	5	100%
Number of complaints closed within 20 working days - Investigative	1	N/A	0	0%	1	100%	0	N/A	2	67%
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										
EXTENSIONS	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	0%	0	0%	0	N/A	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7953	Process/Procedure	Part Upheld	Community Care - Head of Service	Care Inspectorate part upheld the complaint but there were no requirements or recommendations made.

# Complaints Monitoring Report Corporate Services

Quarter 3 2015/16 - October to December 2015

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Total number of complaints received	9	2	7	5	18
Total number of complaints closed	9	2	7	5	22
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	5	63%	0	0%	6	86%	3	100%	16	73%
Number of complaints closed - Investigative	2	25%	2	100%	0	0%	0	0%	5	23%
Number of complaints closed - Escalated	1	13%	0	0%	1	14%	0	0%	1	5%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	N/A	3	50%	0	0%	2	13%
Number of Frontline complaints partially upheld	1	20%	0	N/A	1	17%	0	0%	5	31%
Number of Frontline complaints not upheld	4	80%	0	N/A	2	33%	1	33%	9	56%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	N/A	0	N/A	1	20%
Number of Investigative complaints partially upheld	0	0%	1	50%	0	N/A	0	N/A	2	40%
Number of Investigative complaints not upheld	2	100%	1	50%	0	N/A	0	N/A	2	40%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Average time in working days for a full response - Frontline	2	0	5	2	4
Average time in working days for a full response - Investigative	16	16	N/A	N/A	18
Average time in working days for a full response - Escalated	29	0	29	N/A	21

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	5	100%	0	N/A	3	50%	3	100%	15	94%
Number of complaints closed within 20 working days - Investigative	2	100%	1	50%	0	N/A	N/A	N/A	4	80%
Number of complaints closed within 20 working days - Escalated	0	0%	0	N/A	0	0%	N/A	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										
EXTENSIONS	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	N/A	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	N/A	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7935	Council Tax	Upheld	Financial Services - Revenues	Refund of Council Tax issued and refund of bank costs to be issued once documents received.
8027	Council Tax	Upheld	Financial Services - Revenues	Procedure to be put in place to deal with credit balances
8031	Complaint Against Staff	Upheld	Legal & Democratic Services - Customer Services	The complainant's missing their turn in receiving service was due entirely to a service fault. To address this refresher training in the soft skills associated with customer service will be delivered to all reception staff to minimise the risk of this happening in future.

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8010	Sheriff officer letter	Upheld	Financial Services - Revenues	A payment for Council Tax for a previous year was wrongly allocated to the current year's account, resulting in the issue of a sheriff office letter. The payment received did not match the expected amount for the previous year. Improvements will be made in the allocation and monitoring of payments received to prevent a similar occurrence in the future.
7991	Council Tax	Part Upheld	Financial Services - Revenues	Ensure that all customers receive replies - to be included in the monthly team meeting
7993	Council Tax	Part Upheld	Financial Services - Revenues	Need for more vigilance about removing holds just before a warrant is raised - this will be discussed at the next team meeting
8014	Process/Procedure	Part Upheld	Financial Services - Revenues	Need to investigate ways to change how the billing is run - no software available at the moment
8026	Council Tax	Part Upheld	Financial Services - Payments	Warrants withdrawn and additional penalties cancelled. New direct debit arrangement put in place, to be reviewed at start of new year
7885	Complaint Against Staff	Part Upheld	Legal & Democratic Services - Customer Services	A visit to the Moray Council Access Point to notify change of address took 45 minutes, after which the complainant was given a form to complete or to take home. The receptionist has been advised in future to clarify if customers wanted to wait and talk to an advisor or if they would prefer to take a form away.
8005	Council Tax	Part Upheld	Financial Services - Revenues	Procedures for SPARS and inhibits would be reviewed and revised as required
8045	Council Tax	Part Upheld	Legal & Democratic Services - Customer Services	Repayment instalments were incorrectly set-up on a monthly basis rather than fortnightly as previously agreed. The instalments were changed to a fortnightly collection, and the issue was resolved.

# Complaints Monitoring Report Development Services

Quarter 3 2015/16 - October to December 2015

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Total number of complaints received	16	12	6	10	7
Total number of complaints closed	16	12	6	10	10
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	8	50%	6	50%	3	50%	1	10%	2	20%
Number of complaints closed - Investigative	8	50%	6	50%	3	50%	8	80%	8	80%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	1	10%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	17%	0	0%	1	100%	0	0%
Number of Frontline complaints partially upheld	2	25%	3	50%	1	33%	0	0%	1	50%
Number of Frontline complaints not upheld	6	75%	2	33%	2	67%	0	0%	1	50%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	1	13%	0	0%
Number of Investigative complaints partially upheld	1	13%	0	0%	1	33%	1	13%	0	0%
Number of Investigative complaints not upheld	7	88%	6	100%	2	67%	6	75%	8	100%

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

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Average time in working days for a full response - Frontline	3.5	4.3	4.7	5	3
Average time in working days for a full response - Investigative	20.5	20.6	13.7	14.7	18.7
Average time in working days for a full response - Escalated	N/A	N/A	N/A	13	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										
MEETING TARGET TIMESCALES	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	8	100%	6	100%	2	67%	1	100%	2	100%
Number of complaints closed within 20 working days - Investigative	5	63%	4	67%	3	100%	8	100%	7	88%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	1	100%	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										
EXTENSIONS	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	33%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	2	33%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8039	Frontline - Complaint Against Staff	Part upheld	Trading Standards Manager	Reinforcement of expected standards was required to prevent a repeat.

# Complaints Monitoring Report Direct Services

Quarter 3 2015/16 - October to December 2015

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Total number of complaints received	25	24	12	10	37
Total number of complaints closed	25	24	12	10	37
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	21	84%	22	92%	8	67%	7	70%	33	89%
Number of complaints closed - Investigative	0	0%	2	8%	0	0%	0	0%	0	0%
Number of complaints closed - Escalated	4	16%	0	0%	4	33%	3	30%	4	11%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	5%	0	0%	1	13%	2	29%	4	12%
Number of Frontline complaints partially upheld	1	5%	1	5%	1	13%	0	0%	7	21%
Number of Frontline complaints not upheld	19	90%	21	95%	6	75%	5	71%	22	67%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A
Number of Investigative complaints partially upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A
Number of Investigative complaints not upheld	0	N/A	2	100%	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										
ESCALATED	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	N/A	1	25%	0	0%	1	25%
Number of Escalated complaints partially upheld	0	0%	0	N/A	0	0%	0	0%	1	25%
Number of Escalated complaints not upheld	4	100%	0	N/A	3	75%	3	100%	2	50%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Average time in working days for a full response - Frontline	4.7	3.6	2.6	4.6	4
Average time in working days for a full response - Investigative	N/A	24.5	N/A	N/A	0
Average time in working days for a full response - Escalated	12.7	N/A	16.7	17.7	12.3

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	18	86%	21	95%	8	100%	6	86%	29	88%
Number of complaints closed within 20 working days - Investigative	0	N/A	1	50%	0	N/A	0	N/A	0	N/A
Number of complaints closed within 20 working days - Escalated	4	100%	0	N/A	4	100%	3	100%	3	75%
Note: Five complaints were late – two due to an administrative error, difficulty in contacting complainants, one was subject to a holding letter.										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	5%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	50%	0	0%	0	0%	1	25%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7998	Household Collections	Part upheld	Recycling Assistant	Review/revise – Apology and procedures revised to stop the decanting of rubbish bins into other bins
8035	Household Collections	Part upheld	Recycling Assistant	Redress – The missed bin has now been serviced
8037	Household Collections	Part upheld	Recycling Assistant	Review/revise – Bad weather meant a bin was missed. Reminders have been set up for that location.
8048	Household Collections	Part upheld	Recycling Assistant	Reinforcement - Rubbish-collection reminders were set up for a location where a bin was missed.

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8053	Recycling	Part upheld	Waste Disposal Officer	Reinforcement - The recycling-staff member is to be reminded about customer procedures.
8054	Household Collections	Part upheld	Recycling Assistant	Review/revise – Bad weather meant a bin was missed. Reminders have been set up for that location.
8078	Household Collections	Part upheld	Recycling Assistant	Redress - A different crew had missed a bin. The bin was emptied the next day.
7978	Lighting	Part upheld	Head of Direct Services	Review/revise – Web site changed to give clearer information and staff reminded of duties to provide as accurate information as possible.
8012	Trees/Bushes	Upheld	Lands and Parks Officer	Redress – Damaged brickwork is to be repaired.
8018	Complaint Against Staff	Upheld	Cleansing Officer	Reinforcement - The staff member was reprovved for standard of driving.
8080	Other	Upheld	Cleansing Officer	Redress - The complainant received an apology and the driver was reminded of his Health and Safety obligations.
7897	Complaint Against Staff	Upheld	Waste Management Officer	Redress - The complainant received an apology and staff were reminded of their duties.
7959	Complaint Against Staff	Upheld	Head of Direct Services	Reinforcement – Staff were reminded of their duties when they are driving.

# Complaints Monitoring Report Integrated Children's Services

Quarter 3 2015/16 - October to December 2015

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Total number of complaints received	6	15	13	6	7
Total number of complaints closed	5	14	12	6	7
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	1	7%	0	0%	0	0%	0	0%
Number of complaints closed - Investigative	5	100%	12	86%	12	100%	6	100%	7	100%
Number of complaints closed - Escalated	0	0%	1	7%	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										
FRONTLINE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A
Number of Frontline complaints partially upheld	0	N/A	0	0%	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										
INVESTIGATIVE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	20%	2	17%	3	25%	2	33%	2	29%
Number of Investigative complaints partially upheld	2	40%	3	25%	1	8%	2	33%	1	14%
Number of Investigative complaints not upheld	2	40%	7	58%	8	67%	2	33%	4	57%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Average time in working days for a full response - Frontline	N/A	7	N/A	N/A	N/A
Average time in working days for a full response - Investigative	16	23	18.5	19	22
Average time in working days for a full response - Escalated	N/A	13	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										
MEETING TARGET TIMESCALES	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	0	0%	0	N/A	N/A	N/A	N/A	N/A
Number of complaints closed within 20 working days - Investigative	4	80%	7	58%	8	67%	5	83%	4	57%
Number of complaints closed within 20 working days - Escalated	0	N/A	1	100%	0	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										
EXTENSIONS	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	0%	0	N/A	N/A	N/A	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	3	23%	1	8%	1	17%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7917	Process/Procedure	Upheld	Head of Integrated Children's Services	Apology given and SDS package implemented. Complainant believes that the package of support put in place will be beneficial. Further discussions will take place regarding the impact on the child of the delay in processing the application. Outcome of discussion will be relayed to the parent/s.
8002	Complaint Against Staff	Part Upheld	Head of Integrated Children's Services	Apology given for initial complaint not being investigated. Assurances given that all Family Support Workers will continue to be trained and supported to do their jobs.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8024	Process/Procedure	Upheld	Head of Integrated Children's Services	Apology given for the misunderstandings that led to poor communication between council employees which consequently led to unsatisfactory closure of child's SW case without parents being informed. Key learning points have been identified and action will be taken to minimise the risk of similar events happening in the future.

# Complaints Monitoring Report

## Schools and Curriculum Development & Lifelong Learning, Culture & Sport

Quarter 3 2015/16 - October to December 2015

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Total number of complaints received	6	17	11	9	5
Total number of complaints closed	6	16	11	8	5
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	33%	0	0%	2	18%	2	25%	3	60%
Number of complaints closed - Investigative	4	67%	16	100%	9	82%	6	75%	2	40%
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										
FRONTLINE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	N/A	1	50%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	N/A	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	2	100%	0	N/A	0	0%	2	100%	3	100%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	2	13%	2	22%	1	17%	0	0%
Number of Investigative complaints partially upheld	3	75%	9	56%	2	22%	4	67%	2	100%
Number of Investigative complaints not upheld	1	25%	5	31%	5	56%	1	17%	0	0%

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

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Average time in working days for a full response - Frontline	1.5	N/A	7	3.5	3.5
Average time in working days for a full response - Investigative	17	11	13	21	18
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										
MEETING TARGET TIMESCALES	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	100%	N/A	N/A	1	50%	2	100%	2	67%
Number of complaints closed within 20 working days - Investigative	4	100%	15	94%	8	89%	4	67%	2	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										
EXTENSIONS	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	1	11%	1	17%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7987	Complaint Against Staff	Part Upheld	Head of Schools & Curriculum Development	Apology given for inaccessibility and lack of assistance from the Site Assistant. Ways of improving communication with the Site Assistants are being investigated and, if improvements are required, these will be implemented.
8000	Complaint Against Staff	Part Upheld	Head of Schools & Curriculum Development	It is recommended that the school should create guidelines to further develop a culture of mutual respect and fair play within team sports. Pupils could be tasked in conjunction with teaching and support staff to create a code of conduct for team games which would better support an ethos of competitive participation. Lessons should continue to be structured to take each learner's ability and capacity to participate into account. Encouraging language should be used by PE Teacher to motivate and inspire all learners to achieve their full potential.

# Complaints Monitoring Report Housing & Property Services

Quarter 3 2015/16 - October to December 2015

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Total number of complaints received	27	28	34	30	39
Total number of complaints closed	27	28	34	30	43
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	15%	5	18%	5	15%	9	30%	23	53%
Number of complaints closed - Investigative	23	85%	23	82%	29	85%	21	70%	20	47%
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										
FRONTLINE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	25%	2	40%	0	0%	3	33%	15	65%
Number of Frontline complaints partially upheld	1	25%	0	0%	0	0%	0	0%	1	4%
Number of Frontline complaints not upheld	2	50%	3	60%	5	100%	6	67%	7	30%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	5	22%	5	22%	3	10%	5	24%	2	10%
Number of Investigative complaints partially upheld	7	30%	1	4%	3	10%	2	10%	3	15%
Number of Investigative complaints not upheld	11	48%	17	74%	23	79%	14	67%	15	75%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 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					
RESPONSE TIME	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Average time in working days for a full response - Frontline	3.2	2.6	3.4	2.8	2.9
Average time in working days for a full response - Investigative	17.3	20.3	22.1	23.8	18.2
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										
MEETING TARGET TIMESCALES	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	100%	5	100%	5	100%	8	89%	22	96%
Number of complaints closed within 20 working days - Investigative	21	91%	9	39%	17	59%	7	33%	12	60%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	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										
EXTENSIONS	Q3 2014/15		Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 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	1	4%	2	9%	3	10%	2	10%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7874	Frontline Resolution - Repairs/Capital/Planned maintenance	Part upheld	Senior Building Maintenance Manager	Reinforcement - Tenant given an apology for the scheduler not contacting him and an explanation given on why the appointment had to be re-scheduled.
7894	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Housing Services Manager	Reinforcement - Tenant was called and given an apology. Staff reminded about customer care.

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
7910	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Building Services Manager	Redress - Apology given, repairs carried out and insurance form given to tenant to claim for damages caused.
7968	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress - Called tenant and apologised for the delay. Arrangements were made for the painter to attend in the afternoon to complete the works.
7971	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress - Apology given to tenant for delay. New sill sourced and to be fitted.
7974	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	Redress - Apology and explanation for the delay given to the tenant. Arrangements made to make the repairs to the floor. Works now complete and tenant happy with the work.
7977	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	John Macdonald	Redress - Apology given to the tenant for not getting back to her. Arrangements have been made to carry out necessary repairs to property.
7981	Frontline Resolution - Process/Procedure	Upheld	Head of Housing & Property	Review/revise - Apology given and steps have been taken to ensure that emails are not sent out in that way again.
7996	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress - Plumber returned in the afternoon to carry out repair. Spoke to tenant and apologised for the plumber's actions and advised that the issue will be addressed with the member of staff.
8011	Frontline Resolution - Process/Procedure	Upheld	Senior Building Maintenance Manager	Redress - Tenant called and apology given. High number of emergencies that day resulted in the engineer being late. Unfortunately this tenant was the only one not notified of the delay.

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8023	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress - Apology was given for the clerical error. Tenant understood and accepted the apology.
8028	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Reinforcement - Telephoned the tenant and explained the reason the appointment was carried out in the afternoon and not the morning as arranged. Apology given. Tenant was happy with the explanation.
8060	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	Redress - Apology given to the tenant. Arrangements were made with the tenant to complete the work. Note: Work was complete on 18 December 2015.
8082	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress - Tenant phoned and apology given. Offered to replace towel but tenant happy with the apology and that someone had called.
8083	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress - Tenant telephoned and apology given. Error in admin team led to the repair not being completed until the following day. Apology accepted and it was arranged that an Engineer would visit to ensure tenant fully understands how to operate the boiler and time clock.
8093	Frontline Resolution - Repairs/Capital/Planned maintenance	Upheld	Services Inspection Engineer	Redress - Engineer returned next day to carry out repair but boiler needed a full replacement. This was done same day. Compensation would be paid to tenant for any additional electricity used with the electric heaters but this was not explained to tenant when they were delivered. A visit will be made in the new year to assess the damage and a decision will be made then on the action needed - tenant happy with this outcome.

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
7929	Investigation Stage - Repairs/Capital/Planned maintenance	Upheld	Head of Housing & Property	Reinforcement - Apology given and explanation of the changes made to improve customer service within the Housing team.
7933	Investigation Stage - Repairs/Capital/Planned maintenance	Part upheld	Head of Housing & Property	Redress - Apology given for time taken to complete the works. Changes being made in the DLO and compensation offered.
7988	Investigation Stage - Repairs/Capital/Planned maintenance	Part upheld	Head of Housing & Property	Redress - Apology given for delay in the repairs being carried out and arrangements made to have them completed.
8013	Investigation Stage - Complaint Against Staff	Part upheld	Head of Housing & Property	Redress - Apology given and outstanding repairs completed.
8016	Investigation Stage - Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress - Visited tenant and gave an apology and explanation given to tenant about the delay. Door is on order and will be fitted as soon as it arrives from the manufacturer. Tenant accepted the explanation and apology.