

**Complaints Monitoring Report
Corporate Services**

Quarter 1 2017/18 - April to June 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Total number of complaints received	9	6	2	5	7
Total number of complaints closed	9	9	2	5	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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	6	67%	7	78%	1	50%	4	80%	3	60%
Number of complaints closed - Investigative	3	33%	1	11%	1	50%	1	20%	2	40%
Number of complaints closed - Escalated	0	0%	1	11%	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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	50%	4	57%	1	100%	1	25%	2	67%
Number of Frontline complaints partially upheld	0	0%	1	14%	0	0%	1	25%	0	0%
Number of Frontline complaints not upheld	3	50%	2	29%	0	0%	2	50%	1	33%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	67%	1	100%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	1	33%	0	0%	0	0%	0	0%	1	50%
Number of Investigative complaints not upheld	0	0%	0	0%	1	100%	1	100%	1	50%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	1	100%	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	N/A	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					
RESPONSE TIME	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Average time in working days for a full response - Frontline	3.5	3.1	4	3.5	3
Average time in working days for a full response - Investigative	15	20	15	22	21.5
Average time in working days for a full response - Escalated	N/A	1	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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	5	83%	7	100%	1	100%	4	100%	3	100%
Number of complaints closed within 20 working days - Investigative	3	100%	1	100%	1	100%	0	0%	1	50%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	1	100%	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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	17%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001494631	Process/Procedure	Upheld	Senior Discretionary Awards Officer	Officer has noted that errors should have been picked up in the process and the service will review the process.
101001523635	Process/Procedure	Upheld	Taxation Manager	Investigation traced a number of clerical errors that contributed to this event.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001507452	Process/Procedure	Partially Upheld	Customer Services Manager	Second part of complaint was upheld and form title will be changed. Application form will be amended following this complaint

**Complaints Monitoring Report
Development Services**

Quarter 1 2017/18 - April to June 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Total number of complaints received	5	12	3	9	5
Total number of complaints closed	7	10	5	9	4
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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	43%	7	70%	1	20%	3	33%	2	50%
Number of complaints closed - Investigative	4	57%	3	30%	4	80%	6	67%	2	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										
FRONTLINE	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	1	14%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	3	100%	6	86%	1	100%	3	100%	2	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	33%	1	25%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	33%	0	0%	1	17%	0	0%
Number of Investigative complaints not upheld	4	100%	1	33%	3	75%	5	83%	2	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	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	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Average time in working days for a full response - Frontline	3.5	2.7	5	4.7	4
Average time in working days for a full response - Investigative	27.7	13	22.3	14.8	19
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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	100%	7	100%	1	100%	1	33%	2	100%
Number of complaints closed within 20 working days - Investigative	2	50%	3	100%	2	50%	6	100%	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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	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	0	0%	0	0%	2	50%	0	0%	0	0%

**Complaints Monitoring Report
Direct Services**

Quarter 1 2017/18 - April to June 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Total number of complaints received	59	55	32	30	34
Total number of complaints closed	56	56	33	31	30
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										
	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	54	96%	54	96%	32	97%	30	97%	29	97%
Number of complaints closed - Investigative	1	2%	0	0%	0	0%	0	0%	1	3%
Number of complaints closed - Escalated	1	2%	2	4%	1	3%	1	3%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	19	35%	24	44%	9	28%	9	30%	13	45%
Number of Frontline complaints partially upheld	11	20%	1	2%	3	9%	0	0%	0	0%
Number of Frontline complaints not upheld	24	44%	29	54%	20	63%	21	70%	16	55%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	N/A	0	N/A	0	N/A	0	0%
Number of Investigative complaints partially upheld	0	0%	0	N/A	0	N/A	0	N/A	0	0%
Number of Investigative complaints not upheld	1	100%	0	N/A	0	N/A	0	N/A	1	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	0%	0	N/A
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	N/A
Number of Escalated complaints not upheld	1	100%	2	100%	1	100%	1	100%	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Average time in working days for a full response - Frontline	4.1	3.2	3.7	2.8	3.3
Average time in working days for a full response - Investigative	18	N/A	N/A	N/A	18
Average time in working days for a full response - Escalated	17	21.5	6	12	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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	52	96%	51	94%	30	94%	28	93%	28	97%
Number of complaints closed within 20 working days - Investigative	1	100%	0	N/A	0	N/A	0	N/A	1	100%
Number of complaints closed within 20 working days - Escalated	1	100%	1	50%	1	100%	1	100%	0	N/A
One Frontline complaint was one day late due to work pressure										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	2%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	50%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001481072	Other	Upheld	Head of Service	Redress: Lands and Parks staff are to visit the area to assess and liaise with Community Wardens
101001483903	Household Collections	Upheld	Waste Monitoring Assistant	Revision: Training has been implemented on Confirm to ensure details are recorded as and when new-builds are added to the system.
101001486374	Process/ Procedure	Upheld	Waste Monitoring Assistant	Redress: Front line staff reminded of the importance of not missing bins on collection routes
101001490932	Road Maintenance	Upheld	Area Engineer West	Redress: A repair instruction was raised.
101001499519	Process/ Procedure	Upheld	Recycling Assistant	Redress : Crews reminded of the importance of emptying all bins on collection route.
101001505855	Recycling	Upheld	Recycling Assistant	Redress: Crews reminded of the importance of emptying all bins on collection route.
101001506386	Recycling	Upheld	Waste Monitoring Assistant	Redress: A works order has been raised to remind operations of the importance of emptying all bins.
101001516050	Process/ Procedure	Upheld	Recycling Assistant	Redress: Checks have been put in place to ensure that Confirm system is updated correctly when new properties are added and existing routes changed.
101001519544	Process/ Procedure	Upheld	Recycling Assistant	Redress: The Confirm system and the website were updated
101001522047	Household Collections	Upheld	Waste Monitoring Assistant	Redress: The bins were emptied
101001525920	Process/ Procedure	Upheld	Waste Monitoring Assistant	Redress: The crews were reminded to replace bins so as not to cause an obstruction
101001534058	Process/ Procedure	Upheld	Recycling Assistant	Redress: The crews were reminded to replace bins so as not to cause an obstruction
101001541976	Process/ Procedure	Upheld	Recycling Assistant	Redress: A request was placed with operations staff to be extra vigilant when undertaking their duties

**Complaints Monitoring Report
Integrated Children's Services**

Quarter 1 2017/18 – April to June 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2015/16	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Total number of complaints received	8	8	5	9	5
Total number of complaints closed	4	6	7	6	6
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	Q1 2015/16		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	-	0	-	0	-	0	-	2	33%
Number of complaints closed - Investigative	4	100%	6	100%	7	100%	6	100%	2	33%
Number of complaints closed - Escalated	0	-	0	-	0	-	0	-	2	33%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2015/16		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Frontline complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	2	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2015/16		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	3	50%	3	43%	2	33%	0	0%
Number of Investigative complaints partially upheld	1	25%	1	17%	1	14%	1	17%	1	50%
Number of Investigative complaints not upheld	3	75%	2	33%	3	43%	3	50%	1	50%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2015/16		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	1	50%
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	1	50%
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2015/16	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Average time in working days for a full response - Frontline	N/A	N/A	N/A	N/A	1
Average time in working days for a full response - Investigative	17	23	42	20	31
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	40

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	Q1 2015/16		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	100%
Number of complaints closed within 20 working days - Investigative	1	25%	2	33%	2	29%	2	33%	0	0%
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	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	Q1 2015/16		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	50%	1	17%	3	43%	1	17%	3	75%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
9070	Against staff	Part upheld	Children's Wellbeing Manager	Managers communicate with all staff involved to reiterate the need to communicate an accurate and balanced message to the family.
1493876	Against staff	Part upheld	Reinvesting in Social Work Team Manager	Issues that arose to be addressed with staff involved.
9727	Process / Procedure	Upheld	Director Education and Social Care	Ensuring good communication with family. Apologies offered.

Complaints Monitoring Report
Schools and Curriculum Development & Lifelong Learning Culture & Sport Services

Quarter 1 2017/18 – April to June 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Total number of complaints received	12	7	8	13	11
Total number of complaints closed	7	10	10	10	15
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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	14%	2	20%	3	30%	6	60%	2	13%
Number of complaints closed - Investigative	6	86%	8	80%	7	70%	4	40%	13	87%
Number of complaints closed - Escalated	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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	100%	0	0%	1	33%	3	50%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	0	0%	2	100%	2	67%	3	50%	2	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	14%	1	25%	2	15%
Number of Investigative complaints partially upheld	3	50%	3	38%	3	43%	1	25%	5	38%
Number of Investigative complaints not upheld	3	50%	5	62%	3	43%	2	50%	6	46%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	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	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Average time in working days for a full response - Frontline	2	2	17	3	1
Average time in working days for a full response - Investigative	14	33	25	20	30
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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	2	100%	1	33%	6	100%	2	100%
Number of complaints closed within 20 working days - Investigative	5	83%	2	25%	4	57%	1	25%	4	31%
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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	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	1	17%	6	75%	3	43%	2	50%	4	31%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
9078	Process / Procedures	Part upheld	Quality Improvement Officer	Apology given for lack of clarity and that communication strategies put in place were not effective. Review of strategies to include education of pupils during exclusion periods.
1471632	Against staff	Upheld	Quality Improvement Officer	Apology given for placing pupil in potentially unsafe environment. School have undertaken review of their risk assessments to cover any similar incidents.
1473592	Process / Procedures	Part upheld	Quality Improvement Officer	Apology given for staff not following appropriate school procedures in dealing with child protection concerns. Officers to receive additional support and training in this area.
1482349	Process / Procedures	Part upheld	Quality Improvement Officer	Apology given for inadequate level of communication around pupil's education plan and subsequent breakdown of placement. School have reviewed placement and communication procedures.
1507332	Other	Upheld	Quality Improvement Officer	Apology given to complainant, childcare provider instructed to review policy and procedures over admission policy so they adhere to conditions set out by Moray Council for partner providers.
1529941	Against staff	Part upheld	Quality Improvement Officer	Apology given, assurances provided that any changes to pupils timetable will be discussed with parents / guardians and pupils before being implemented.
1530489	Against staff	Part upheld	Quality Improvement Officer	Apology given for lack of rigour in investigating bullying incident. Investigation protocol reviewed with further training and support put in place for the school.

**Complaints Monitoring Report
Housing and Property Services**

Quarter 1 2017/18 - April to June 2017

NB – These are provisional statistics as new procedures and a new system “Lagan” are being introduced

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Total number of complaints received	23	38	32	45	35
Total number of complaints closed	26	38	34	40	29

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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	16	62%	21	55%	21	62%	29	73%	15	52%
Number of complaints closed - Investigative	10	38%	17	45%	13	38%	11	28%	14	48%
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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	7	44%	12	57%	10	48%	17	59%	3	20%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	5%	3	10%	5	33%
Number of Frontline complaints not upheld	9	56%	9	43%	10	48%	9	31%	7	47%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	5	29%	3	23%	4	36%	3	21%
Number of Investigative complaints partially upheld	2	20%	2	12%	3	23%	0	0%	4	29%
Number of Investigative complaints not upheld	8	80%	10	59%	7	54%	7	64%	7	50%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	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	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18
Average time in working days for a full response - Frontline	3.4	2.9	4.1	3.4	7.1
Average time in working days for a full response - Investigative	18.4	15.3	16.9	14.9	18.3
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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	15	94%	21	100%	19	90%	29	100%	9	60%
Number of complaints closed within 20 working days - Investigative	7	70%	15	88%	11	85%	10	91%	8	57%
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	Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18	
	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	0	0%	1	6%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001475214	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Heating & Electrical Manager	Redress - Keep the tenant better informed of progress, even if it is to let them know we've not forgotten
101001486145	Frontline - Complaint Against Staff	Partially Upheld	Contracts Manager	Reinforcement - Driver reminded to be considerate to pedestrians when driving in wet weather

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001488338	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Heating & Electrical Manager	Reinforcement - Breakdown in communication contributed to the complaint occurring but repair was carried out
101001490935	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	Redress – Repair was carried out but should have checked that the contractor had made contact with the tenant
101001503727	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reimbursement - Letter with the compensation offer sent out to the tenant thought this should have taken less time
101001515284	Frontline - Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Reinforcement - Engineers issued with copies of the code of conduct
101001517312	Frontline - Complaint Against Staff	Upheld	Business Manager	Reinforcement - Employee advised not to park his vehicle in front of peoples driveway
101001473032	Investigation - Repairs/Capital/Planned maintenance	Upheld	Housing Manager & Senior Housing Projects Officer	Redress - Apology was given for the delay in getting the work done and confirmed date for when the work would be carried out given.
101001477356	Investigation - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reimbursement & Redress - Apology given and ex-gratia payment offered. Level of service provided fell short of what was expected.
101001479839	Investigation - Process/Procedure	Partially Upheld	Head of Housing and Property Services	Reinforcement - Response sent apologising for the delay in responding however it is not possible to sell the land requested

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001488668	Investigation - Complaint Against Staff	Upheld	Area Housing Manager (West)	Reinforcement - Spoken to member of staff and Apology given for the lack of communication, an alternative method should have been used
101001504815	Complaint Against Staff	Partially Upheld	Central Admin Team Leader	Redress - misunderstanding over application detail now clarified and amended – customer now happy with application
101001507235	Repairs/Capital/Planned maintenance	Partially Upheld	Asset Manager, Area Housing Manager (West) and Customer Contact Manager	Redress - Apologised for the communication issues
101001507842	Complaint Against Staff	Partially Upheld	Area Housing Manager (West)	Redress - Notification should have been sent prior to the start of the works - Ensure prior warning is sent
9135	Frontline - Repairs/Capital/Planned Maintenance	Partially Upheld	Business Manager	Redress - Tradesman was off sick. Appointment was re-scheduled.