

Complaints Monitoring Report Chief Executive's Office

Quarter 3 2017/18 - October to December 2017

Total Complaints Received and Total Complaints Closed										
NUMBER OF COMPLAINTS	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
Total number of complaints received	0		0		0		0		1	
Total number of complaints closed	0		0		0		0		1	
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	100%
Number of complaints closed - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of complaints closed - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

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

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

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Average time in working days for a full response - Frontline	N/A	N/A	N/A	N/A	3.0
Average time in working days for a full response - Investigative	N/A	N/A	N/A	N/A	N/A
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 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	1	100%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 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	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001671378	Equalities Issues	Partially Upheld	Equalities Officer	The complaint concerned wheelchair access to an outdoor event that had not been organised by the council. However, the complaint was found to be valid and the organisers will look at ensuring access for approximately 30 wheelchair users at the 2018 event.

Complaints Monitoring Report Corporate Services

Quarter 3 2017/18 - October to December 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Total number of complaints received	2	5	7	7	10
Total number of complaints closed	2	5	5	7	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.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	50%	4	80%	3	60%	3	43%	9	90%
Number of complaints closed - Investigative	1	50%	1	20%	2	40%	4	57%	1	10%
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	100%	1	25%	2	67%	2	67%	6	67%
Number of Frontline complaints partially upheld	0	0%	1	25%	0	0%	0	0%	1	11%
Number of Frontline complaints not upheld	0	0%	2	50%	1	33%	1	33%	2	22%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	1	25%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	1	50%	2	50%	0	0%
Number of Investigative complaints not upheld	1	100%	1	100%	1	50%	1	25%	1	100%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Average time in working days for a full response - Frontline	4	3.5	3	7.3	4.2
Average time in working days for a full response - Investigative	15	22	21.5	12.5	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	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	4	100%	3	100%	1	33%	7	78%
Number of complaints closed within 20 working days - Investigative	1	100%	0	0%	1	50%	3	75%	1	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 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%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001632321	Council Tax	Upheld	Taxation Processing Officer	The team leader of the frontline staff has been reminded of the importance of ensuring all enquiries are treated with care and courtesy. The standard letters for Council Tax arrears will be reviewed in light of the complainant's comments about how the contents of these letters can be refined and improved. A mutually acceptable repayment arrangement is now in place following contact from the Citizen's Advice Bureau.
101001633588	Process/Procedure	Upheld	Mail Room Team Leader	To prevent this happening again a new Housing Benefit Account has been created with the correct address details.

101001666611	Process/Procedure	Upheld	Benefits Appeals Officer	To prevent this happening again a new Housing Benefit Account has been created with the correct address details.
101001672373	Other	Upheld	Benefits Manager	Client was looking for advice to try and resolve her current financial situation. Redress action taken against adviser.
101001676145	Other	Partially Upheld	Customer Services Contact Centre Team Leader	Customer requested the postcode of a local church hall to enable broadband to be installed. Incorrect postcode details provided by the Council, but in good faith. The church hall in question did not have a postcode and caller was advised to submit a street naming and numbering form to the appropriate agency.
101001682739	Process/Procedure	Upheld	Assistant Manager - FMS & Banking	Staff have been reminded that payments need to be made immediately.
101001686060	Process/Procedure	Upheld	Assistant Manager - FMS & Banking	Service to speak to Education to remind them that invoices must be raised timeously.

**Complaints Monitoring Report
Development Services**

Quarter 3 2017/18 - October to December 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Total number of complaints received	3	9	5	5	7
Total number of complaints closed	5	9	4	5	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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	20%	3	33%	2	50%	3	60%	1	13%
Number of complaints closed - Investigative	4	80%	6	67%	2	50%	2	40%	7	88%
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 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%	0	0%	0	0%	1	33%	1	100%
Number of Frontline complaints not upheld	1	100%	3	100%	2	100%	2	67%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	25%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	17%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	3	75%	5	83%	2	100%	2	100%	7	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 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	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Average time in working days for a full response - Frontline	5	4.7	4	2.3	2
Average time in working days for a full response - Investigative	22.3	14.8	19	14	30.4
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	1	33%	2	100%	3	100%	1	100%
Number of complaints closed within 20 working days - Investigative	2	50%	6	100%	2	100%	2	100%	3	43%
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 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	2	50%	0	0%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001636164	Frontline – Process/Procedure	Partly Upheld	Trading Standards Manager	Redress - Explained the process and apologised for customer receiving the wrong information, which they accepted. A 'token' based system was introduced where advance notification of the number of appointments available each week is given and a physical token to manage allocation of available appointments.

Complaints Monitoring Report Direct Services

Quarter 3 2017/18 - September to December 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Total number of complaints received	32	30	34	39	57
Total number of complaints closed	33	31	30	38	56
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	32	97%	30	97%	29	97%	27	71%	47	84%
Number of complaints closed - Investigative	0	0%	0	0%	1	3%	8	21%	9	16%
Number of complaints closed - Escalated	1	3%	1	3%	0	0%	3	8%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	9	28%	9	30%	13	45%	11	41%	9	19%
Number of Frontline complaints partially upheld	3	9%	0	0%	0	0%	2	7%	3	6%

Number of Frontline complaints not upheld	20	63%	21	70%	16	55%	14	52%	35	74%
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Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	0	N/A	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	N/A	0	N/A	0	0%	1	13%	0	0%
Number of Investigative complaints not upheld	0	N/A	0	N/A	1	100%	7	88%	9	100%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Average time in working days for a full response - Frontline	3.7	2.8	3.3	2.6	3.9
Average time in working days for a full response - Investigative	N/A	N/A	18	12.4	23.4
Average time in working days for a full response - Escalated	6	12	N/A	41	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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	30	94%	28	93%	28	97%	27	100%	38	81%
Number of complaints closed within 20 working days - Investigative	0	N/A	0	N/A	1	100%	8	100%	6	67%
Number of complaints closed within 20 working days - Escalated	1	100%	1	100%	0	N/A	1	33%	0	N/A
<p>Complaint ID 101001669322 was 43 days late due a mix up that meant it was not recorded as a complaint until Direct Services became involved. The issue started as an investigation by the Audit section into the conduct of a Development Services staff member.</p> <p>Complaint ID 101001625037 was three days late. Staff were reminded if that if they are out of office due to sickness or on leave that another member of staff should deal with any current complaints.</p> <p>Complaint ID 101001630199 was one day late due to staff absence.</p> <p>Complaint ID 101001667509 was one day late. No explanation.</p> <p>Complaint ID 101001678029 was one day late. No explanation.</p>										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	2	4%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	1	11%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
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ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001625389	Other	Partially Upheld	Senior Engineer Traffic	Redress: The complainant was told when the work would be done and given an apology.
101001633328	Household Collections	Upheld	Recycling Assistant	Redress: The vehicle which usually serviced the bins was off the road and the larger vehicle was not able to gain access. An officer visited the complainant to explain what had happened and apologise.
101001641790	Household Collections	Upheld	Recycling Assistant	Redress: The complainant was visited by an officer and was told why there was a mix up with the bins.
101001644478	Process/Procedure	Upheld	Recycling Assistant	Redress: The complainant was given an explanation for the missed bin. A lorry had broken down.
101001649060	Complaint Against Staff	Upheld	DLO Business Manager	Redress: The member of staff was disciplined. And staff were reminded of the safe driving policy.
101001663574	Complaint Against Staff	Partially Upheld	Cleansing Officer	Redress: The member of staff was spoken to.
101001664002	Other	Partially Upheld	Roads Technician West	Redress: The complainant received an apology
101001670472	Household Collections	Upheld	Recycling Assistant	Redress: The missed bin was serviced – The crews were reminded of the importance of not missing bins.
101001676523	Household Collections	Upheld	Recycling Assistant	Redress: A bin was misidentified as contaminated and therefore wasn't serviced. The crews were reminded of the procedure of tagging contaminated bins and informing the area recycling assistant.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001688309	Other	Upheld	Waste Management Officer	Redress: An apology was given for the behaviour of staff member. – The staff are to be reminded that they represent TMC at work.
101001689263	Household Collections	Upheld	Recycling Assistant	Redress: Bin missed due to bad weather. An apology was given.
101001691429	Household Collections	Upheld	Recycling Assistant	Redress: Bin missed due to bad weather. An apology was given.

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

Quarter 3 2017/18 – October - December 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Total number of complaints received	5	9	5	5	9
Total number of complaints closed	7	6	6	1	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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	-	0	-	2	33%	1	100%	0	-
Number of complaints closed - Investigative	7	100%	6	100%	2	33%	0	-	5	100%
Number of complaints closed - Escalated	0	-	0	-	2	33%	0	-	0	-

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

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	3	43%	2	33%	0	0%	0	-	0	-
Number of Investigative complaints partially upheld	1	14%	1	17%	1	50%	0	-	4	80%
Number of Investigative complaints not upheld	3	43%	3	50%	1	50%	0	-	1	20%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Average time in working days for a full response - Frontline	N/A	N/A	1	1	N/A
Average time in working days for a full response - Investigative	42	20	31	N/A	49
Average time in working days for a full response - Escalated	N/A	N/A	40	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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	N/A	N/A	2	100%	1	100%	N/A	N/A
Number of complaints closed within 20 working days - Investigative	2	29%	2	33%	0	0%	N/A	-	1	20%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	0	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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	N/A	N/A	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	3	43%	1	17%	3	50%	0	0%	2	40%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
1610556	Complaint against staff	Partially upheld	Susan McLaren	Recommendations for further assessment of the current situation in an effort to better understand the history and to inform future planning
1627094	Process/Procedure	Partially upheld	Susan McLaren	Further support will be provided to schools in relation to monitoring wellbeing and preparing for transition for pupils with autism.
1629305	Complaint against staff	Partially upheld	Susan McLaren	Ensure to work with staff to improve communication in future
1637638	Complaint against staff	Partially upheld	Susan McLaren	Minutes to be sent as soon as practicable

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

Quarter 3 2017/18 – October - December 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Total number of complaints received	8	13	11	4	11
Total number of complaints closed	10	10	15	7	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.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	30%	6	60%	2	13%	0	-	4	40%
Number of complaints closed - Investigative	7	70%	4	40%	13	87%	7	100%	6	60%
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	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	33%	3	50%	0	0%	N/A	-	1	25%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	N/A	-	0	0%
Number of Frontline complaints not upheld	2	67%	3	50%	2	100%	N/A	-	3	75%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	14%	1	25%	2	15%	0	0%	1	16.7%
Number of Investigative complaints partially upheld	3	43%	1	25%	5	38%	2	29%	3	50%
Number of Investigative complaints not upheld	3	43%	2	50%	6	46%	5	71%	2	33.3%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Average time in working days for a full response - Frontline	17	3	1	N/A	5
Average time in working days for a full response - Investigative	25	20	30	29	29
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	33%	6	100%	2	100%	N/A	-	2	50%
Number of complaints closed within 20 working days - Investigative	4	57%	1	25%	4	31%	3	43	2	33.3%
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	-

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 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	3	43%	2	50%	4	31%	0	0%	1	16.7%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
1623065	Process/Procedure	Upheld	Ken Brown	Hirers will be advised of when Caretaker service is available.
1620495	Bullying	Partially Upheld	Vivienne Cross	The equipment that caused injury has been identified as a poor service provision and the school has removed it.
1629910	Process/Procedure	Upheld	Susan Maclaren	Any decisions with regard to placement made by team around the young person and parent/child present. Minutes of meetings passed on in timely manner.
1631114	Process/Procedure	Partially Upheld	Vivienne Cross	School to improve record keeping of incident investigations and improve communication to parents. Emails to go through School Admin office not directly to class teacher.
1634654	Process/Procedure	Partially Upheld	Vivienne Cross	School to look at ways of working/communicating.

Complaints Monitoring Report Housing and Property Services

Quarter 3 2017/18 - Oct to Dec 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Total number of complaints received	32	45	35	31	52
Total number of complaints closed	34	40	29	35	54
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	21	62%	29	73%	15	52%	21	60%	38	70%
Number of complaints closed - Investigative	13	38%	11	28%	14	48%	14	40%	16	30%
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	10	48%	17	59%	3	20%	7	33%	6	16%
Number of Frontline complaints partially upheld	1	5%	3	10%	5	33%	3	14%	9	24%
Number of Frontline complaints not upheld	10	48%	9	31%	7	47%	11	52%	23	61%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	3	23%	4	36%	3	21%	3	21%	2	13%
Number of Investigative complaints partially upheld	3	23%	0	0%	4	29%	3	21%	3	19%
Number of Investigative complaints not upheld	7	54%	7	64%	7	50%	8	57%	11	69%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 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	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18
Average time in working days for a full response - Frontline	4.1	3.4	7.1	9.67	5.05
Average time in working days for a full response - Investigative	16.9	14.9	18.3	18.43	27.69
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	19	90%	29	100%	9	60%	11	52%	27	71%
Number of complaints closed within 20 working days - Investigative	11	85%	10	91%	8	57%	8	57%	9	56%
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 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 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%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001621035	Frontline - Complaint Against Staff	Upheld	Heating & Electrical Manager	Redress – Apology given and Staff member will be spoken to about their attitude and behaviour
101001631459	Frontline - Complaint Against Staff	Upheld	Contracts Manager	Redress - Staff were told of concerns and appropriate actions taken.
101001649830	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Revision - Apologies given, and lack of communication will be examined.
101001653276	Frontline - Complaint Against Staff	Partially Upheld	Business Manager	Redress - Complainant offered apology and sent an insurance form for claim. Investigation of staff involved.

101001654163	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	Redress - Repair to guttering has now been completed and an apology given.
101001660042	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Asset Manager / Business Manager	Redress - Council had no note of repair request therefore repair was not carried out. Tenant has been contacted re repair.
101001665019	Frontline - Complaint Against Staff	Upheld	Business Manager	Redress – Member of staff will receive informal counselling.
101001666170	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	Reimbursement - Undue delay in completing works. Tenant will receive £200 compensation regarding heating costs. Works orders to be checked.
101001666828	Frontline - Complaint Against Staff	Upheld	Heating & Electrical Manager	Reinforcement - Member of staff has been disciplined re driving behaviours.
101001680695	Frontline - Complaint Against Staff	Upheld	Business Manager	Reinforcement/Redress - Housing Council Vans were found to be parked blocking access to Complainant's address. Employees will be spoken to, to ensure this does not happen again.
101001682385	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Asset Manager	Redress - Bath had chips on enamel and walls will require skimming.
101001685343	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Driver of van has been spoken to re behaviour.
101001685853	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Redress - Steps have been taken to replace heating system.
101001686166	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Reimbursement - Tenant was left without heating for 10 days and will be compensated for heating with electric heaters. Follow-ons to be checked for completion.
101001688241	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Reimbursement/Redress -Tenant was not offered heaters on Friday evening. Reimbursement has been offered and apology given.
101001554600	Investigative - Other	Partially Upheld	Asset Manager	Redress - Outstanding repairs which should have been completed
101001629061	Investigative - Repairs/Capital/Planned	Upheld	Heating & Electrical Manager	Redress - Heating Unit has been repaired and new room stat will be fitted. Compensation for electrical costs will be investigated.

	maintenance			
101001635490	Investigative - Repairs/Capital/Planned maintenance	Upheld	Head of Housing and Property Services	Reimbursement / Redress - Heating system and flooring replaced. Reimbursement through insurance claim.
101001649090	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	Asset Manager	Reimbursement - Length of time taken to resolve works in tenant's home was longer than wished. A compensation payment of £100 will be paid.
101001662076	Investigative - Complaint Against Staff	Partially Upheld	Supported Accommodation Manager	Revision / Redress - Staff reminded of what should and should not be recorded within care plan.