

**Complaints Monitoring Report
Development Services**

Quarter 1 2018/19 - April to June 2018

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Total number of complaints received | 5 | 5 | 8 | 4 | 6 |
| Total number of complaints closed | 4 | 5 | 9 | 4 | 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | 2 | 50% | 3 | 60% | 2 | 22% | 0 | 0% | 3 | 50% |
| Number of complaints closed - Investigative | 2 | 50% | 2 | 40% | 7 | 78% | 4 | 100% | 2 | 33% |
| Number of complaints closed - Escalated | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 17% |

| Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|------|------------|-----|------------|-----|------------|-----|------------|------|
| FRONTLINE | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | 0 | 0% | 0 | 0% | 0 | 0% | 0 | N/A | 0 | 0% |
| Number of Frontline complaints partially upheld | 0 | 0% | 1 | 33% | 1 | 50% | 0 | N/A | 0 | 0% |
| Number of Frontline complaints not upheld | 2 | 100% | 2 | 67% | 1 | 50% | 0 | N/A | 3 | 100% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|------|------------|------|------------|------|------------|-----|------------|-----|
| INVESTIGATIVE | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of Investigative complaints partially upheld | 0 | 0% | 0 | 0% | 0 | 0% | 2 | 50% | 1 | 50% |
| Number of Investigative complaints not upheld | 2 | 100% | 2 | 100% | 7 | 100% | 2 | 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Escalated complaints upheld | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 0% |
| Number of Escalated complaints partially upheld | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 0% |
| Number of Escalated complaints not upheld | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 1 | 100% |

| The average time in working days for a full response to complaints at each stage | | | | | |
|---|------------|------------|------------|------------|------------|
| RESPONSE TIME | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Average time in working days for a full response - Frontline | 4 | 2.3 | 11 | N/A | 2.3 |
| Average time in working days for a full response - Investigative | 19 | 14 | 30.4 | 13.8 | 13.5 |
| Average time in working days for a full response - Escalated | N/A | N/A | N/A | N/A | 20 |

| 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 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |

| | number | % | number | % | number | % | number | % | number | % |
|--|--------|------|--------|------|--------|-----|--------|-----|--------|------|
| Number of complaints closed within 5 working days - Frontline | 2 | 100% | 3 | 100% | 1 | 50% | N/A | N/A | 3 | 100% |
| Number of complaints closed within 20 working days - Investigative | 2 | 100% | 2 | 100% | 3 | 43% | 3 | 75% | 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 | 1 | 100% |

| Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised | | | | | | | | | | |
|--|------------|----|------------|----|------------|----|------------|-----|------------|----|
| EXTENSIONS | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints with an extension – Frontline | 0 | 0% | 0 | 0% | 0 | 0% | 0 | N/A | 0 | 0% |
| Number of complaints with an extension – Investigative or Escalated Investigative | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 25% | 0 | 0% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|---------------------------------------|-------------------------------------|------------------|--------------------------------|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001852725 | Investigative - Planning Permission | Partially Upheld | Manager Development Management | Suspensive planning conditions not included on consent. Alternative options for tank placement are being explored |

**Complaints Monitoring Report
Direct Services**

Quarter 1 2018/19 - April to June 2018

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Total number of complaints received | 34 | 39 | 57 | 69 | 56 |
| Total number of complaints closed | 29 | 27 | 47 | 61 | 50 |
| 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | 13 | 45% | 11 | 41% | 9 | 19% | 16 | 26% | 22 | 44% |
| Number of complaints closed - Investigative | 0 | 0% | 2 | 7% | 3 | 6% | 5 | 8% | 2 | 4% |
| Number of complaints closed - Escalated | 16 | 55% | 14 | 52% | 35 | 74% | 40 | 66% | 26 | 52% |

| Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|----|------------|-----|------------|------|------------|-----|------------|-----|
| FRONTLINE | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 6% | 0 | 0% |
| Number of Frontline complaints partially upheld | 0 | 0% | 1 | 9% | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of Frontline complaints not upheld | 1 | 8% | 7 | 64% | 9 | 100% | 7 | 44% | 4 | 18% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-----|------------|------|------------|----|------------|----|------------|----|
| INVESTIGATIVE | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | 0 | N/A | 2 | 100% | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of Investigative complaints partially upheld | 0 | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of Investigative complaints not upheld | 0 | N/A | 1 | 50% | 0 | 0% | 0 | 0% | 0 | 0% |

| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|------|------------|------|------------|-----|------------|-----|------------|------|
| ESCALATED | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Escalated complaints upheld | 3.3 | 21% | 2.6 | 19% | 3.9 | 11% | 4.3 | 11% | 3.2 | 12% |
| Number of Escalated complaints partially upheld | 18 | 113% | 12.4 | 89% | 23.4 | 67% | 12.4 | 31% | 44.3 | 170% |
| Number of Escalated complaints not upheld | N/A | N/A | 41 | 293% | 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 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Average time in working days for a full response - Frontline | 28 | 27 | 38 | 47 | 45 |
| Average time in working days for a full response - Investigative | 1 | 8 | 6 | 7 | 3 |
| Average time in working days for a full response - Escalated | 0 | 1 | 0 | 0 | 0 |

| 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 6% | 0 | 0% |
| Number of complaints closed within 20 working days - Investigative | 0 | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of complaints closed within 20 working days - Escalated | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | 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 |
| 101001775198 | Frontline - Other | Upheld | Operations Manager Harbours / Harbourmaster | Reinforcement - The complainant received an apology |
| 101001783607 | Frontline - Household Collections | Upheld | Recycling Assistant | Redress - The member of staff was spoken to. |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|--|-----------------------------------|----------------|------------------------------------|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001797433 | Frontline - Household Collections | Upheld | Recycling Assistant | Revision - An expected delivery will clear the backlog of brown bin deliveries. Actual delivery dates should not be given if there is no certainty that they can be met. |
| 101001810012 | Frontline - Lighting | Upheld | Works Planning Engineer | Reinforcement - Apologised for any disturbance caused. Contractors reminded of acceptable working hours. |
| 101001810296 | Frontline - Household Collections | Upheld | Monitoring/Acting Disposal Officer | Reinforcement & Revision - Agreed to collect excess garden waste from the property. Attendants reminded of the correct procedures to follow for large volumes of top soil. |
| 101001810629 | Frontline - Household Collections | Upheld | Recycling Assistant | Redress - Bins missed. Customer has built an enclosure for bins so this will hopefully stop bins being missed in future. |
| 101001812328 | Frontline - Household Collections | Upheld | Recycling Assistant | Reinforcement - Crews have been reminded via team talks that placing stones (from the top of bins) on top of customer walls or left on the pavement etc. is to be avoided. |
| 101001821151 | Frontline - Household Collections | Upheld | Recycling Assistant | Reinforcement - Excess will be collected on the next scheduled date. Advised where the nearest recycling point is. Message about bins not being emptied was not received until wagon was back in the yard so was not able to return. |
| 101001825178 | Frontline - Household Collections | Upheld | Recycling Assistant | Reinforcement & Revision – Bin missed by unfamiliar crew. Returned and emptied later. |
| 101001828132 | Frontline - Household Collections | Upheld | Technical Support Officer | Reinforcement & Revision - Complaint details should have been passed on to the line manager. The crewmember has been spoken to concerning their conduct. Review of training and induction relating to complaints with reminders of 'how to make a complaint' cards issued to staff. |
| 101001837677 | Frontline - Household Collections | Upheld | Recycling Assistant | Reinforcement - Bin missed by unfamiliar crew. Returned and emptied later. Details of complaint will be used for training and tool box. |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|--|-----------------------------------|------------------|----------------------------|--|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001837852 | Frontline - Household Collections | Upheld | Recycling Assistant | Reinforcement & Revision - Unfamiliar crew serviced the bin. Message left to apologise. Make sure that details of this location are updated so that any crew changes are made aware that they should not reverse up this lane. |
| 101001841284 | Frontline - Household Collections | Upheld | Recycling Assistant | Reinforcement & Revision - Bins were missed in the street as the wagon was full. Miss-information caused confusion. Customer contact centre were advised of the mistake and it was reiterated that the waste team would advise if bins were missed and when they would return to empty bins so that the contact centre can advise customers. |
| 101001842889 | Frontline - Road Maintenance | Upheld | Roads Technician West | Reinforcement & Revision - Apology given for the rudeness of staff on site. Staff will be reminded through toolbox talks how to speak to members of the public and of the process of the work that was being carried out. |
| 101001842978 | Frontline - Household Collections | Upheld | Recycling Assistant | Revision – Apology given for backlog in the delivery of orange boxes (now sacks) due to the new 3 weekly collection calendars being issued. Agreed to provide 2 sacks in order to clear the backlog of glass. Customer contact centre to be advised to avoid unrealistic deadline dates for deliveries. |
| 101001844242 | Frontline - Footpaths/pavements | Partially Upheld | Roads Technician West | Reinforcement & Revision - Foreman advised not to assume that the homeowner knows they can get in and out of their property even when it is deemed that there is sufficient access. |
| 101001847795 | Frontline - Household Collections | Upheld | Recycling Assistant | Reinforcement & Revision - Explained that paper/cardboard in blue bin should not be compacted in order for it to empty on to the wagon. Agreed to another brown bin to hold excess waste. Crews who are new or from an agency are to be supervised more closely. |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|--|-------------------------------------|------------------|------------------------------------|--|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001851711 | Frontline - Road Maintenance | Upheld | Contract Coordinator | Reinforcement & Revision – Apology for the behaviour of a member of staff and for the disturbance. The work involved created more noise than was thought. A letter drop will be considered in the future for residents in the immediate vicinity of works. Staff told that this type of behaviour is unacceptable. |
| 101001852499 | Frontline - Road Maintenance | Upheld | Works Planning Engineer | Reinforcement & Revision - Work was carried out at 5.30am to avoid disruption with traffic and to allow the repairs to set before traffic drove on them. Apologised for the disturbance. A letter drop might be considered in the future for residents in the immediate vicinity of future works. |
| 101001855235 | Frontline - Complaint Against Staff | Upheld | Cleansing Officer | Reinforcement & Revision - Crew member was spoken to. How to deal with customers and the public is part of staff induction and part of toolbox talks - to be reiterated and reinforced further. |
| 101001856357 | Frontline - Complaint Against Staff | Upheld | Lands and Parks Officer | Reinforcement & Revision - Driver reminded to pull in to let traffic pass. Will be part of inductions and toolbox talks. |
| 101001862534 | Frontline - Complaint Against Staff | Upheld | Recycling Assistant | Reinforcement & Revision - Explained that the driver can only drive for so long before having to take a break. Crews reminded that they must not block any kind of entrance or exit and should be polite and professional at all times. |
| 101001863981 | Frontline - Other | Upheld | Monitoring/Acting Disposal Officer | Reinforcement & Revision - More care to be taken to ensure an officer is allocated a task and knows to take responsibility for it. |
| 101001867820 | Frontline - Other | Partially Upheld | Roads Technician West | Reinforcement & Revision - Vehicle to be checked to ensure there is no hole in the chipping hopper box. Agreed to send out an insurance claim form. |

**Complaints Monitoring Report
Housing and Property Services**

Quarter 1 2018/19 - April to June 2018

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Total number of complaints received | 40 | 33 | 48 | 76 | 46 |
| Total number of complaints closed | 34 | 38 | 51 | 71 | 50 |
| 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | 15 | 44% | 21 | 55% | 38 | 75% | 43 | 61% | 36 | 72% |
| Number of complaints closed - Investigative | 19 | 56% | 17 | 45% | 11 | 22% | 26 | 37% | 9 | 18% |
| Number of complaints closed - Escalated | 0 | 0% | 0 | 0% | 2 | 4% | 2 | 3% | 5 | 10% |

| Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|
| FRONTLINE | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | 3 | 20% | 7 | 33% | 6 | 16% | 9 | 21% | 13 | 36% |
| Number of Frontline complaints partially upheld | 5 | 33% | 3 | 14% | 9 | 24% | 2 | 5% | 3 | 8% |
| Number of Frontline complaints not upheld | 7 | 47% | 11 | 52% | 23 | 61% | 32 | 74% | 20 | 56% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|--|------------|-----|------------|-----|------------|------|------------|-----|------------|-----|
| INVESTIGATIVE | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | 5 | 26% | 4 | 24% | 2 | 18% | 4 | 15% | 2 | 22% |
| Number of Investigative complaints partially upheld | 4 | 21% | 4 | 24% | 3 | 27% | 4 | 15% | 1 | 11% |
| Number of Investigative complaints not upheld | 10 | 53% | 9 | 53% | 11 | 100% | 18 | 69% | 6 | 67% |

| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|--|------------|-----|------------|-----|------------|------|------------|------|------------|-----|
| ESCALATED | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Escalated complaints upheld | 0 | N/A | 0 | N/A | 0 | 0% | 0 | 0% | 2 | 40% |
| Number of Escalated complaints partially upheld | 0 | N/A | 0 | N/A | 0 | 0% | 0 | 0% | 1 | 20% |
| Number of Escalated complaints not upheld | 0 | N/A | 0 | N/A | 2 | 100% | 2 | 100% | 2 | 40% |

| The average time in working days for a full response to complaints at each stage | | | | | |
|--|------------|------------|------------|------------|------------|
| RESPONSE TIME | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Average time in working days for a full response - Frontline | 6.4 | 9.67 | 4.47 | 3.91 | 4.72 |
| Average time in working days for a full response - Investigative | 18.21 | 17.47 | 30.36 | 15.08 | 18 |
| Average time in working days for a full response - Escalated | N/A | N/A | 18 | 20 | 22 |

| 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | 10 | 67% | 11 | 52% | 28 | 74% | 42 | 98% | 27 | 75% |
| Number of complaints closed within 20 working days - Investigative | 11 | 58% | 10 | 59% | 7 | 64% | 26 | 100% | 8 | 89% |
| Number of complaints closed within 20 working days - Escalated | 0 | N/A | 0 | N/A | 1 | 50% | 2 | 100% | 1 | 20% |

| Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised | | | | | | | | | | |
|--|------------|----|------------|----|------------|-----|------------|----|------------|-----|
| EXTENSIONS | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints with an extension – Frontline | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 2% | 9 | 25% |
| Number of complaints with an extension – Investigative or Escalated Investigative | 0 | 0% | 0 | 0% | 3 | 23% | 0 | 0% | 5 | 36% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|---------------------------------------|---|------------------|---------------------|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001792107 | Frontline - Repairs/Capital/Planned maintenance | Upheld | Richard Anderson | Reimbursement & Redress - Damage done to laminate floor. Tenant will now provide Council with details of replacement floor. Level of service fell below expected standard. Heating and Electrical Manager has discussed procedures with staff to ensure this does not happen again. |
| 101001792148 | Frontline - Allocations | Partially Upheld | Christine Bettison | Redress - Advice given to MP regarding tenant's decision to refuse allocation of housing. Apology given for a comment made which was not intended to cause offence. No similar comment made in future to other tenants. |
| 101001794649 | Frontline - Complaint Against Staff | Upheld | Carol Chambers | Redress - Member of staff did not visit tenant as arranged and did not get in touch with tenant. Staff member will have disciplinary meeting. |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|--|--|------------------|----------------------------|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001810173 | Frontline - Complaint Against Staff | Upheld | Tracey McKie | Reinforcement - Council employee identified and told to find a proper parking space for the van. Complainant was anonymous therefore no contact made. Procedures to be followed regarding safe spaces to park council vehicles |
| 101001810712 | Frontline – Repairs /Capital/Planned maintenance | Partially Upheld | Tracey McKie | Reinforcement - Boiler was safe although needed a part. Time delay in getting repaired upheld. Time taken for repairs to be reinforced |
| 101001811875 | Frontline – Repairs /Capital/Planned maintenance | Upheld | Tracey McKie | Reinforcement & Redress - Carpet will be cleaned by Shearpride. Reinforcement of staff taking precautions when dealing with radiators. |
| 101001816602 | Frontline – Repairs /Capital/Planned maintenance | Partially Upheld | Tracey McKie | Reinforcement - Works were completed but not in a reasonable time and communication with tenant could have been better. Relevant managers have been informed so better communication can take place. |
| 101001826846 | Frontline – Repairs /Capital/Planned maintenance | Upheld | John MacDonald | Reimbursement & Redress - Paint pack issued to tenant along with compensation. Complaint extended as could not get hold of tenant. There will be a review of types of property repairs to receive a paint pack |
| 101001830942 | Frontline – Repairs /Capital/Planned maintenance | Upheld | John MacDonald | Reinforcement - Contact centre reported damp outside property, Housing Officer checked for this and found none. The actual request was that the Tenant wanted a repair to the downpipe but was concerned that damp would appear because of this. Tenant is now happy that the repair request has now been raised correctly. |
| 101001834708 | Frontline – Repairs /Capital/Planned maintenance | Upheld | John Macdonald | Reinforcement & Redress - Contractor was unsure which address to go to. Call centre should not have advised that an engineer would not attend at night for an air source heating system. Contact centre will be consulted to make sure this information is not given again and OOH will be contacted to make sure address of tenant is given to Contractor appropriately. |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|--|--|------------------|-----------------------------|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001836324 | Frontline – Repairs /Capital/Planned maintenance | Upheld | John MacDonald | Reinforcement Works order should have been raised and was not. Tenant has been visited and new work order has been raised. Tenant now satisfied. An action has been raised to ensure works orders are completed. |
| 101001836342 | Frontline - Repairs/ Capital/Planned maintenance | Upheld | John Macdonald | Reinforcement - Works order had been raised previously but not followed through. A new works order has been submitted to complete work. Steps are being taken to ensure works orders are completed. |
| 101001845258 | Frontline – Repairs /Capital/Planned maintenance | Upheld | Chris Ewen | Reinforcement - Miscommunication between CPT and DLO which resulted in no response to tenant. Tenant now happy that an electric fire will be fitted. Communication between teams to be improved. |
| 101001847156 | Frontline – Repairs /Capital/Planned maintenance | Upheld | Tracey McKie | Reinforcement - Tenant was not advised when a plumber appointment had been made. Schedulers to ensure they have access to BS Scheduler Admin Tasks document so this does not happen again. |
| 101001848159 | Frontline - Complaint Against Staff | Upheld | Tracey McKie | Reinforcement - MC Driving policy will be discussed with employee and outcome added to file. |
| 101001854514 | Frontline - Repairs/ Capital/Planned maintenance | Upheld | Brian Smith/Tracey McKie | Reinforcement - Workmanship was not to standard. Work will be redone. Extension to complaint required as appointment to see tenant had to be extended over 5 day period. Discussion will take place with employees in question re work standards. |
| 101001774618 | Investigative – Repairs /Capital/Planned maintenance | Partially Upheld | Tracey McKie/John MacDonald | Reinforcement & Redress - Requirement of Service to clean gutters has been completed - upheld. Request for compensation denied - not upheld due to ongoing cleaning of guttering request for moss removal should have been completed. |
| 101001776987 | Investigative – Repairs /Capital/Planned maintenance | Upheld | John MacDonald/Tracey McKie | Reimbursement & Redress - Reassured radiators have been checked. Replacement heating due to be installed before 31 March 2019. Floorcoverings to be replaced as part of new heating system install to prevent further disruption. Further minor decoration pack to be issued. Provided with compensation. Redressed problems tenant suffered concerning leak from radiator and decoration in house. |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|--|--|------------------|--|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001782632 | Investigative - Allocations | Upheld | Richard Anderson/Andy Warman | Revision - Decision is upheld in terms of property recommendations from OT |
| 101001794431 | Investigative – Repairs /Capital/Planned maintenance | Upheld | John Macdonald/Tracey Mckie/Richard Anderson | Reinforcement - Gas Engineer did not attend re-arranged appointment. Reinforcement of appointment system. |
| 101001805813 | Investigative – Repairs /Capital/Planned maintenance | Upheld | John MacDonald/Tracey McKie | Revision - Shed roof did need replacing despite Housing Projects Officer's recommendation that it did not. Slabs did need replacing also. Repairs to door were not completed to a satisfactory standard. Time taken and quality of repairs to be revised. |
| 101001826537 | Investigative - Allocations | Partially Upheld | Christine Bettison | Reinforcement - Suspension has been lifted. First suspension was correct but second suspension was not. Suspension procedure to be reinforced. |

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

Quarter 1 2018/19 – April - June 2018

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Total number of complaints received | 5 | 5 | 9 | 11 | 7 |
| Total number of complaints closed | 6 | 1 | 5 | 6 | 12 |
| 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | 2 | 33% | 1 | 100% | 0 | - | 0 | - | 1 | 8.3% |
| Number of complaints closed - Investigative | 2 | 33% | 0 | - | 5 | 100% | 6 | 100% | 11 | 91.7% |
| Number of complaints closed - Escalated | 2 | 33% | 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | 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% | 0 | 0% | 0 | 0% |
| Number of Frontline complaints not upheld | 2 | 100% | 1 | 100% | 0 | 0% | 0 | 0% | 1 | 100% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-----|------------|---|------------|-----|------------|-----|------------|-------|
| INVESTIGATIVE | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | 0 | 0% | 0 | - | 0 | - | 2 | 33% | 2 | 18.2% |
| Number of Investigative complaints partially upheld | 1 | 50% | 0 | - | 4 | 80% | 3 | 50% | 5 | 45.5% |
| Number of Investigative complaints not upheld | 1 | 50% | 0 | - | 1 | 20% | 1 | 17% | 4 | 36.4% |

| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-----|------------|---|------------|---|------------|---|------------|---|
| ESCALATED | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Escalated complaints upheld | 1 | 50% | 0 | - | 0 | - | 0 | - | 0 | - |
| Number of Escalated complaints partially upheld | 1 | 50% | 0 | - | 0 | - | 0 | - | 0 | - |
| Number of Escalated complaints not upheld | 0 | 0% | 0 | - | 0 | - | 0 | - | 0 | - |

-

| The average time in working days for a full response to complaints at each stage | | | | | |
|---|------------|------------|------------|------------|------------|
| RESPONSE TIME | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Average time in working days for a full response - Frontline | 1 | 1 | N/A | N/A | 4 |
| Average time in working days for a full response - Investigative | 31 | N/A | 49 | 17 | 45 |
| Average time in working days for a full response - Escalated | 40 | 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | 2 | 100% | 1 | 100% | N/A | N/A | N/A | N/A | 1 | 100% |
| Number of complaints closed within 20 working days - Investigative | 0 | 0% | 0 | 0% | 1 | 20% | 3 | 50% | 4 | 36% |
| Number of complaints closed within 20 working days - Escalated | 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | 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 | 50% | 0 | 0% | 2 | 40% | 0 | 0% | 3 | 27% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|---------------------------------------|-------------------------|------------------|--|--|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001815718 | Process | Upheld | Head of Integrated Children's Services | Social Worker will now acknowledge receipt of correspondence and gifts. |
| 101001833540 | Process/Procedure | Upheld | Head of Integrated Children's Services | Acceptance that there was a delay in formalising a response. |
| 101001679014 | Complaint Against Staff | Partially Upheld | Complaints Officer | We will ensure we are clearer in our verbal and written communication to ensure understanding. |
| 101001679018 | Complaint Against Staff | Partially Upheld | Complaints Officer | We will be clearer in our verbal and written communication to ensure understanding is clearer |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|--|--------------------------|------------------|--|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001679829 | Complaint Against Staff | Partially Upheld | Complaints Officer | We will be clearer in our verbal and written communication to ensure understanding is clearer |
| 101001758015 | Complaint Against Staff | Partially Upheld | Head of Integrated Children's Services | Apology given, no further action. |
| 101001785021 | Process/Procedure | Partially Upheld | Head of Integrated Children's Services | |

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

Quarter 1 2018/19 – April - June 2018

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Total number of complaints received | 11 | 4 | 11 | 14 | 9 |
| Total number of complaints closed | 15 | 7 | 10 | 12 | 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 | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | 2 | 13% | 0 | - | 4 | 40% | 3 | 25% | 0 | 0% |
| Number of complaints closed - Investigative | 13 | 87% | 7 | 100% | 6 | 60% | 9 | 75% | 10 | 100% |
| Number of complaints closed - Escalated | 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | 0 | 0% | N/A | - | 1 | 25% | 2 | 67% | 0 | 0% |
| Number of Frontline complaints partially upheld | 0 | 0% | N/A | - | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of Frontline complaints not upheld | 2 | 100% | N/A | - | 3 | 75% | 1 | 33% | 0 | 0% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-----|------------|-----|------------|-------|------------|-----|------------|-----|
| INVESTIGATIVE | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | 2 | 15% | 0 | 0% | 1 | 16.7% | 2 | 22% | 1 | 10% |
| Number of Investigative complaints partially upheld | 5 | 38% | 2 | 29% | 3 | 50% | 1 | 11% | 1 | 10% |
| Number of Investigative complaints not upheld | 6 | 46% | 5 | 71% | 2 | 33.3% | 6 | 67% | 8 | 80% |

| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|---|------------|---|------------|---|------------|---|------------|---|
| ESCALATED | Q1 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | 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 | Q1 2017/18 | Q2 2017/18 | Q3 2017/18 | Q4 2017/18 | Q1 2018/19 |
| Average time in working days for a full response - Frontline | 1 | N/A | 5 | 6 | N/A |
| Average time in working days for a full response - Investigative | 30 | 29 | 29 | 17 | 26 |
| 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | 2 | 100% | N/A | - | 2 | 50% | 2 | 67% | N/A | - |
| Number of complaints closed within 20 working days - Investigative | 4 | 31% | 3 | 43 | 2 | 33.3% | 7 | 78% | 3 | 30% |
| Number of complaints closed within 20 working days - Escalated | 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 2017/18 | | Q2 2017/18 | | Q3 2017/18 | | Q4 2017/18 | | Q1 2018/19 | |
| | 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 | 4 | 31% | 0 | 0% | 1 | 16.7% | 0 | 0% | 0 | 0% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|---------------------------------------|-------------------------|-------------|--|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101001830711 | Bullying | Upheld | Head of Schools and Curriculum Development | Bullying had taken place. School working on a new anti-bullying policy. |
| 101001856926 | Complaint Against Staff | Part-Upheld | Head of Schools and Curriculum Development | One aspect of one head of complaint could have been handled differently. Discussion between parties would have been helpful, however this was not possible in this case as complaint was anonymous. |