

## COMPLAINTS MONITORING REPORT

### COMMUNITY CARE

#### QUARTER 3 - October to December 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears September 2014 – November 2014)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

#### Indicator – Closed Complaints

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 3 13/14	5	2 (22%)		7 (78%)
Quarter 4 13/14	4	2 (40%)		3 (60%)
Quarter 1 14/15	4			3 (75%)
Quarter 2 14/15	4	2 (50%)		2 (50%)
Quarter 3 14/15	7	1 (14%)		6 (86%)
<b>Comment:</b> In quarter 3, 1 Frontline and 7 Investigative complaints were received.				
Notes: There was 1 additional MSP/MP enquiries.				

#### Indicator – Complaints Upheld, Partially Upheld, Not Upheld

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3 13/14	2		1 (50%)	1 (50%)
Quarter 4 13/14	2	1 (50%)		1 (50%)
Quarter 1 14/15	3	1 (33%)		2 (67%)
Quarter 2 14/15	2	1 (50%)	1 (50%)	
Quarter 3 14/15	1	1 (100%)		
<b>Comment:</b> Notes: Calculation based on number and percentage of complaints closed				

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3 13/14				
Quarter 4 13/14				
Quarter 1 14/15				
Quarter 2 14/15				
Quarter 3 14/15				
<b>Comment:</b>				

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>				
		<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
<b>Quarter 3 13/14</b>	7		3 (43%)	4 (57%)
<b>Quarter 4 13/14</b>	3	1 (33%)	2 (67%)	
<b>Quarter 1 14/15</b>				
<b>Quarter 2 14/15</b>	2	1 (50%)		1 (50%)
<b>Quarter 3 14/15</b>	6		2 (33%)	4 (67%)
<b>Comment:</b>				
Notes: Calculation based on number and percentage of complaints <b>closed</b>				

**Indicator – Average Times**

<b>The average time in working days for a full response to complaints at each stage</b>			
	<b>No of days Frontline</b>	<b>No of days Escalated</b>	<b>No of days Investigative</b>
<b>Quarter 3 13/14</b>	3 days		24 days
<b>Quarter 4 13/14</b>	2 days		19 days
<b>Quarter 1 14/15</b>			29 days
<b>Quarter 2 14/15</b>	1 day		2 days
<b>Quarter 3 14/15</b>	1 day		16 days
<b>Comment:</b>			
In quarter 3, 6 investigative and 1 frontline complaint stages were fully responded to.			
Notes: Calculation based on not counting date of receipt but counting actual response date.			

**Indicator – Performance against Timescales**

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>			
	<b>No (%) Frontline (5 days)</b>	<b>No (%) Escalated (20 days)</b>	<b>No (%) Investigative (20 days)</b>
<b>Quarter 3 13/14</b>	2 (100%)		2 (29%)
<b>Quarter 4 13/14</b>	2 (100%)		3 (100%)
<b>Quarter 1 14/15</b>			2 (66%)
<b>Quarter 2 14/15</b>	2 (100%)		2 (100%)
<b>Quarter 3 14/15</b>	1 (100%)		5 (83%)
<b>Comment:</b>			
In quarter 3 all complaints were responded to within the target timescale.			

**Indicator – number of cases where an extension is authorised**

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

	No (%) Frontline	No (%) Investigative (20 days)
Quarter 3 13/14		4 (80%)
Quarter 4 13/14		
Quarter 1 14/15		
Quarter 2 14/15		
Quarter 3 14/15		1 (100%)

**Comment:**

Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.

**Indicator – Learning from complaints**

**Outline changes or improvements to services or procedures as a result of the consideration of complaints**

Type of Complaint	Outcome	Responsible Officer	Action taken
Frontline Complaint - Staff	Upheld	Corporate Policy	Reinforcement: Manager will arrange for all staff to complete Equality and Diversity Awareness Training

## COMPLAINTS MONITORING REPORT

### CORPORATE SERVICES

#### QUARTER 3 October to December 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears September 2014 – November 2014)

Notes: for the purposes of complaint reporting, Social Work Stage 1 and 2 are classed as investigative as response timescales are the same

#### Indicator – Closed Complaints

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints</b>				
	<b>Total Received</b>	<b>No (%) Closed Frontline</b>	<b>No (%) Closed Escalated</b>	<b>No (%) Closed Investigative</b>
<b>Quarter 3 2013/14</b>	10	7 (70%)	1 (10%)	2 (30%)
<b>Quarter 4 2013/14</b>	9	8 (89%)		1 (11%)
<b>Quarter 1 2014/15</b>	19	18 (95%)		1 (5%)
<b>Quarter 2 2014/15</b>	8	6 (75%)		2 (25%)
<b>Quarter 3 2014/15</b>	9	5 (63%)	1 (13%)	2 (25%)
<b>Comment:</b>				
Notes: Excluded MP/MSP and out with the complaints procedure				

#### Indicator – Complaints Upheld, Partially Upheld, Not Upheld

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
<b>Quarter 3 2013/14</b>	4 (57%)		3 (43%)
<b>Quarter 4 2013/14</b>	2 (25%)		6 (75%)
<b>Quarter 1 2014/15</b>	5 (28%)	1 (5%)	12 (67%)
<b>Quarter 2 2014/15</b>	3 (50%)	1 (17%)	2 (33%)
<b>Quarter 3 2014/15</b>		1 (20%)	4 (80%)
<b>Comment:</b>			
Notes: Calculation based on number and percentage of complaints <b>closed</b>			

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
<b>Quarter 3 2013/14</b>			1 (100%)
<b>Quarter 4 2013/14</b>			
<b>Quarter 1 2014/15</b>			
<b>Quarter 2 2014/15</b>			
<b>Quarter 3 2014/15</b>			1(100%)
<b>Comment:</b>			

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
Quarter 3 2013/14			2 (100%)
Quarter 4 2013/14		1 (100%)	
Quarter 1 2014/15			1 (100%)
Quarter 2 2014/15	1 (50%)	1 (50%)	
Quarter 3 2014/15			2 (100%)
<b>Comment:</b>			
Notes: Calculation based on number and percentage of complaints <b>closed</b>			

**Indicator – Average Times**

<b>The average time in working days for a full response to complaints at each stage</b>			
	<b>No of days Frontline</b>	<b>No of days Escalated</b>	<b>No of days Investigative</b>
Quarter 3 2013/14	4 days	15 days	9 days
Quarter 4 2013/14	7 days		22 days
Quarter 1 2014/15	4 days		9 days
Quarter 2 2014/15	5 days		17 days
Quarter 3 2014/15	2 days	29 days	16 days
<b>Comment:</b>			
Note: figure is number of days complaints answered within, day complaint received is day 1			

**Indicator – Performance against Timescales**

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>			
	<b>No (%) Frontline (5 days)</b>	<b>No (%) Escalated (20 days)</b>	<b>No (%) Investigative (20 days)</b>
Quarter 3 2013/14	7 (100%)		3 (100%)
Quarter 4 2013/14	4 (50%)		
Quarter 1 2014/15	18 (100%)		1 (100%)
Quarter 2 2014/15	5 (83%)		2 (100%)
Quarter 3 2014/15	5 (100%)		2 (100%)
<b>Comment:</b>			
The Escalated complaint was responded to in 29 working days, out with target timescales by 9 working days.			

**Indicator – number of cases where an extension is authorised**

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>		
	<b>No (%) Frontline</b>	<b>No (%) Investigative (20 days)</b>
Quarter 3 2013/14		
Quarter 4 2013/14		
Quarter 1 2014/15		
Quarter 2 2014/15		
Quarter 3 2014/15		

**Comment:**

Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.

**Indicator – Learning from complaints****Outline changes or improvements to services or procedures as a result of the consideration of complaints**

<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
Frontline – Council Tax	Part Upheld	Taxation Manager	Review/Revise: Service to review bills to ensure opening hours are added.

## COMPLAINTS MONITORING REPORT

### DEVELOPMENT SERVICES

#### QUARTER 3 2014/15 October – December 2014

Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (September – November 2014)

#### Indicator – Closed Complaints

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints</b>				
	<b>Total Received</b>	<b>No (%) Closed Frontline</b>	<b>No (%) Closed Escalated</b>	<b>No (%) Closed Investigative</b>
2013/14 Quarter 3	8	2(25%)	6(75%)	
2013/14 Quarter 4	4	2(50%)		2(50%)
2014/15 Quarter 1	14	5(36%)		9(64%)
2014/15 Quarter 2	14	8(57%)		6(43%)
2014/15 Quarter 3	16	8 (50%)		8 (50%)
<b>Comment:</b>				

#### Indicator – Complaints Upheld, Partially Upheld, Not Upheld

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>				
		<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
2013/14 Quarter 3		1(50%)		1(50%)
2013/14 Quarter 4			1(50%)	1(50%)
2014/15 Quarter 1		1(20%)		4(80%)
2014/15 Quarter 2		1(12%)	2(25%)	5(62%)
2014/15 Quarter 3			2(25%)	6(75%)
<b>Comment:</b>				

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>				
		<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
2013/14 Quarter 3			1(17%)	5(83%)
2013/14 Quarter 4				
2014/15 Quarter 1				
2014/15 Quarter 2				
2014/15 Quarter 3				
<b>Comment:</b>				

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>				
		<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
2013/14 Quarter 3				
2013/14 Quarter 4				2(100%)
2014/15 Quarter 1			2(22%)	7(77%)
2014/15 Quarter 2			2(33%)	4(67%)
2014/15 Quarter 3			1(12%)	7(87%)

Comment:

**Indicator – Average Times**

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

	No of days Frontline	No of days Escalated	No of days Investigative
2013/14 Quarter 3	2.5	19.3	
2013/14 Quarter 4	4.5		14.5
2014/15 Quarter 1	2.8		14.0
2014/15 Quarter 2	4.6		18.5
2014/15 Quarter 3	3.5		20.5

**Comment:**

7303 the complaint was responded to 13 days late. This was due to the complicated nature of the complaint with the head of Development Services, the complaint officer and the chief executive being involved in meetings to deal with the complaint.

6853 The complaint was responded to 8 days late. This was another complicated complaint which involved two services (ICT and Development Services). Further information was received when the complaint was being considered. There was then an administrative error which gave an extension to the due date.

6874 The complaint was one day late. A system error gave the wrong due date and staff scheduled work to suit.

**Indicator – Performance against Timescales**

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

	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
2013/14 Quarter 3	2(100%)	5(83%)	
2013/14 Quarter 4	2(100%)		2 (100%)
2014/15 Quarter 1	5(100%)		9(100%)
2014/15 Quarter 2	7(87%)		4(67%)
2014/15 Quarter 3	8(100%)		5(62%)

**Comment:**

One frontline complaint id 7021 was one day late due to workload.

Two frontline and one investigative complaint had authorised extensions.

One investigative complaint was three days late. The delay was because the complaint was complex involving Development Services, Legal, and Community Engagement and took longer than anticipated.

**Indicator – number of cases where an extension is authorised**

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

	No (%) Frontline	No (%) Investigative (20 days)
2013/14 Quarter 3		
2013/14 Quarter 4		
2014/15 Quarter 1		
2014/15 Quarter 2	2 (25%)	1
2014/15 Quarter 3		

**Comment:**



**Indicator – Learning from complaints**

<b>Outline changes or improvements to services or procedures as a result of the consideration of complaints</b>			
<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
7182 Process/Procedure	Part upheld	Development Management Manager	Reinforcement The importance of early indication of application recommendation was reinforced.
7284 Process/Procedure	Part upheld	Development Management Manager	reinforcement Staff were reminded to double check on neighbour notification procedures using web map.
7301 Process/Procedure	Part upheld	Development Management Manager	review/revise Neighbour consultation procedures were not followed correctly in 2009. Since then procedures have been tightened.

## COMPLAINTS MONITORING REPORT

### DIRECT SERVICES

#### QUARTER 3 October – December 2014

Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (September 2014 – November 2014)

#### Indicator – Closed Complaints

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints</b>				
	<b>Total Received</b>	<b>No (%) Closed Frontline</b>	<b>No (%) Closed Escalated</b>	<b>No (%) Closed Investigative</b>
2013/14 Quarter 3	26	21 (81%)	4 (15%)	1 (4%)
2013/14 Quarter 4	25	23 (92%)	2 (8%)	
2014/15 Quarter 1	49	44 (90%)	4 (8%)	1 (2%)
2014/15 Quarter 2	45	39 (87%)	2 (4%)	4 (9%)
2014/15 Quarter 3	25	21 (84%)	4 (16%)	
<b>Comment:</b>				

#### Indicator – Complaints Upheld, Partially Upheld, Not Upheld

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
2013/14 Quarter 3	3(14%)	1 (5%)	16 (76%)
2013/14 Quarter 4	1 (4%)		22 (96%)
2014/15 Quarter 1	4 (9%)	2 (4%)	38 (86%)
2014/15 Quarter 2	5 (13%)	6 (15%)	28 (72%)
2014/15 Quarter 3	1 (5%)	1 (5%)	19 (90%)
<b>Comment:</b>			

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
2013/14 Quarter 3			4 (100%)
2013/14 Quarter 4		1 (50%)	1 (50%)
2014/15 Quarter 1			4 (100%)
2014/15 Quarter 2		1 (50%)	1 (50%)
2014/15 Quarter 3			4 (100%)
<b>Comment:</b>			

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
2013/14 Quarter 3			1 (100%)
2013/14 Quarter 4			
2014/15 Quarter 1			1 (100%)
2014/15 Quarter 2			4 (100%)

2014/15 Quarter 3			
Comment:			

**Indicator – Average Times**

<b>The average time in working days for a full response to complaints at each stage</b>			
	<b>No of days Frontline</b>	<b>No of days Escalated</b>	<b>No of days Investigative</b>
2013/14 Quarter 3	4.4	19	26
2013/14 Quarter 4	3.0	11.5	
2014/15 Quarter 1	2.8	16.2	19.0
2014/15 Quarter 2	7.9	16.5	26
2014/15 Quarter 3	4.7	12.7	
Comment:			

**Indicator – Performance against Timescales**

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>			
	<b>No (%) Frontline (5 days)</b>	<b>No (%) Escalated (20 days)</b>	<b>No (%) Investigative (20 days)</b>
2013/14 Quarter 3	11 (52%)	3 (75%)	
2013/14 Quarter 4	21 (91%)	2 (100%)	
2014/15 Quarter 1	42 (95%)	3 (75%)	1 (100%)
2014/15 Quarter 2	28 (72%)	2 (100%)	1 (25%)
2014/15 Quarter 3	18 (86%)	4 (100%)	
<b>Comment:</b> 7203 One complaint was 9 days late. Because of work pressures the service was already 3 days overdue when they attempted to visit the claimant at his home and it took a further six days before a response was sent. However the work on the wall was done and the claimant was pleased with the result. 7340 One complaint was 3 days late for the original due date but an extension was agreed 7214 One complaint was 2 days late due to workload			

**Indicator – number of cases where an extension is authorised**

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>		
	<b>No (%) Frontline</b>	<b>No (%) Investigative (20 days)</b>
2013/14 Quarter 3		1 (20%)
2013/14 Quarter 4		
2014/15 Quarter 1		
2014/15 Quarter 2	2 (5%)	1 (17%)
2014/15 Quarter 3	1 (5%)	
Comment:		

### **Indicator – Learning from complaints**

#### **Outline changes or improvements to services or procedures as a result of the consideration of complaints**

<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
ID 7247 Complaint against staff	Upheld	Assistant Lands & Parks Officer	Reinforcement Staff were reminded of importance of customer care.
ID 7293 Footpaths/pavements	Part upheld	Roads Maintenance Manager	Review/Revise The lighting level is to be reviewed in that area.

## COMPLAINTS MONITORING REPORT

### EDUCATION & SOCIAL CARE

(Schools & Curriculum Development and Lifelong Learning, Culture and Sport)

#### QUARTER 3 October 2014 – December 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears September 2014 – November 2014)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

#### Indicator – Closed Complaints

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints</b>				
	<b>Total Received</b>	<b>No (%) Closed Frontline</b>	<b>No (%) Closed Escalated</b>	<b>No (%) Closed Investigative</b>
<b>Quarter 3</b>	6	2 (33.3%)		4 (66.7%)
<b>Quarter 2</b>	13	2 (15%)		11 (85%)
<b>Quarter 1</b>	15	9 (60%)		6 (40%)
<b>Quarter 4</b>	15	6 (40%)		9 (60%)
<b>Quarter 3</b>	20	5 (25%)		14 (70%)
<b>Comment:</b> In quarter 3, all 6 complaints were resolved within the quarter.				
Notes: Excluded MP/MSP and out with the complaints procedure				

#### Indicator – Complaints Upheld, Partially Upheld, Not Upheld

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
<b>Quarter 3</b>			2 (100%)
<b>Quarter 2</b>			2 (100%)
<b>Quarter 1</b>	1 (11%)	1 (11%)	7 (83%)
<b>Quarter 4</b>		1 (17%)	5 (83%)
<b>Quarter 3</b>	1 (20%)	2 (40%)	2 (40%)
<b>Comment:</b>			

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
<b>Quarter 3</b>			
<b>Quarter 2</b>			
<b>Quarter 1</b>			
<b>Quarter 4</b>			
<b>Quarter 3</b>			
<b>Comment:</b>			

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
<b>Quarter 3</b>		3 (75%)	1 (25%)
<b>Quarter 2</b>	1 (9%)	3 (27%)	7 (64%)
<b>Quarter 1</b>	2 (33%)		4 (67%)
<b>Quarter 4</b>	6 (67%)	1 (11%)	2 (22%)
<b>Quarter 3</b>	5 (36%)	7 (50%)	2 (14%)
<b>Comment:</b> In quarter 3, one of the four investigative stage complaints was not upheld, the other three were part upheld.			
Notes: Calculation based on number and percentage of complaints <b>closed</b>			

### Indicator – Average Times

<b>The average time in working days for a full response to complaints at each stage</b>			
	<b>No of days Frontline</b>	<b>No of days Escalated</b>	<b>No of days Investigative</b>
<b>Quarter 3</b>	1.5		17
<b>Quarter 2</b>	2.5		15.5
<b>Quarter 1</b>	2.3		15.7
<b>Quarter 4</b>	2		22.6
<b>Quarter 3</b>	0.6		14.4
<b>Comment:</b> In quarter 3, the two frontline resolution complaints were responded to in a total of 3 days, an average of 1.5 days per complaint. The 4 investigative complaints were responded to in a total of 68 days, an average of 17 days per complaint.			

### Indicator – Performance against Timescales

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>			
	<b>No (%) Frontline (5 days)</b>	<b>No (%) Escalated (20 days)</b>	<b>No (%) Investigative (20 days)</b>
<b>Quarter 3</b>	2 (100%)		4 (100%)
<b>Quarter 2</b>	2 (100%)		9 (82%)
<b>Quarter 1</b>	9 (100%)		4 (67%)
<b>Quarter 4</b>	6 (100%)		5 (56%)
<b>Quarter 3</b>	5 (100%)		13 (93%)
<b>Comment:</b> In quarter 3, both frontline resolution complaints were closed within the 5 day timescale and all of the investigative complaints were closed within the 20 day timescale.			

**Indicator – number of cases where an extension is authorised**

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>		
	<b>No (%) Frontline</b>	<b>No (%) Investigative (20 days)</b>
<b>Quarter 3</b>		
<b>Quarter 2</b>		0 (0%)
<b>Quarter 1</b>		2 (33%)
<b>Quarter 4</b>		1 (25%)
<b>Quarter 3</b>		1 (50%)
<p><b>Comment:</b> In quarter 3 there were no complaints responded to out with timescales so no extensions were required.</p> <p>Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.</p>		

**Indicator – Learning from complaints**

<b>Outline changes or improvements to services or procedures as a result of the consideration of complaints</b>			
<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
Complaint against staff	Part upheld	Head of Schools & Curriculum Development	Reinforcement:
Complaint against staff	Part upheld	Quality Improvement Officer	Review/Review: HT to liaise with teacher re strategies to use with disruptive pupils & to monitor situation.
Bullying	Part upheld	Head of Schools & Curriculum Development	Redress: Acknowledged complainants phone call should have remained confidential procedures reinforced; second part of complaint regards bullying not upheld.

## COMPLAINTS MONITORING REPORT

### INTEGRATED CHILDREN SERVICES

#### QUARTER 3 October 2014 – December 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears September 2014 – November 2014)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

#### Indicator – Closed Complaints

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints</b>				
	<b>Total Received</b>	<b>No (%) Closed Frontline</b>	<b>No (%) Closed Escalated</b>	<b>No (%) Closed Investigative</b>
<b>Quarter 3</b>	6			5 (83.3%)
<b>Quarter 2</b>	7			7 (100%)
<b>Quarter 1</b>	9			7 (78%)
<b>Quarter 4</b>	9			8 (89%)
<b>Quarter 3</b>	6			5 (83%)
<b>Comment:</b> In quarter 3, a total of six complaints were received, all stage 1. Five were resolved within the quarter.				

#### Indicator – Complaints Upheld, Partially Upheld, Not Upheld

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
<b>Quarter 3</b>			
<b>Quarter 2</b>			
<b>Quarter 1</b>			
<b>Quarter 4</b>			
<b>Quarter 3</b>			
<b>Comment:</b>			

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
<b>Quarter 3</b>			
<b>Quarter 2</b>			
<b>Quarter 1</b>			
<b>Quarter 4</b>			
<b>Quarter 3</b>			
<b>Comment:</b>			



<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>			
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>
<b>Quarter 3</b>	1 (20%)	2 (40%)	2 (40%)
<b>Quarter 2</b>		3 (50%)	4 (50%)
<b>Quarter 1</b>	1 (14%)	1 (14%)	5 (71%)
<b>Quarter 4</b>		4 (50%)	4 (50%)
<b>Quarter 3</b>	1 (20%)	2 (40%)	2 (40%)
<b>Comment:</b> Notes: Calculation based on number and percentage of complaints <b>closed</b>			

**Indicator – Average Times**

<b>The average time in working days for a full response to complaints at each stage</b>			
	<b>No of days Frontline</b>	<b>No of days Escalated</b>	<b>No of days Investigative</b>
<b>Quarter 3</b>			16
<b>Quarter 2</b>			11
<b>Quarter 1</b>			23
<b>Quarter 4</b>			27
<b>Quarter 3</b>			15
<b>Comment:</b> In quarter 3, five complaints were fully responded to in a total of 81 days; an average of 16 days per complaint.			

**Indicator – Performance against Timescales**

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>			
	<b>No (%) Frontline (5 days)</b>	<b>No (%) Escalated (20 days)</b>	<b>No (%) Investigative (20 days)</b>
<b>Quarter 3</b>			4 (80%)
<b>Quarter 2</b>			6 (86%)
<b>Quarter 1</b>			5 (56%)
<b>Quarter 4</b>			4 (50%)
<b>Quarter 3</b>			5 (83%)
<b>Comment:</b> In quarter 3, four of the five complaints closed within the quarter were responded to within response timescale targets. One complaint was 2 days beyond the timescale.			

**Indicator – number of cases where an extension is authorised**

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>		
	<b>No (%) Frontline</b>	<b>No (%) Investigative</b>
<b>Quarter 3</b>		0 (0%)
<b>Quarter 2</b>		1 (14%)
<b>Quarter 1</b>		3 (33%)
<b>Quarter 4</b>		2 (50%)
<b>Quarter 3</b>		1 (100%)
<b>Comment:</b> In quarter 3 no timescale extensions were authorised.		

**Indicator – Learning from complaints**

<b>Outline changes or improvements to services or procedures as a result of the consideration of complaints</b>			
<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
Complaint against staff	Part upheld	Intake & Assessment Team Manager	Review/revise: Apology made for lack of response to calls/emails; case was awaiting allocation, with no allocated worker and therefore no-one to keep in contact with client. Steps being taken to identify reasons and avoid any repeat in future cases.
Complaint against staff	Upheld	Head of Integrated Children's Services	Reinforcement: Late submission of SW report for Hearing raised with relevant SW Team Manager who is investigating the matter. Head of Service to monitor situation and be advised of outcome. Assurance that required Child's plan in place and being implemented.
Complaint against staff	Part upheld	Children's Wellbeing Manager	Reinforcement: Apology made for lack of communication and support. Referral of case to alternative officer better positioned to deal with needs of client not communicated to complainant. Client's named person absent due to ill health and subsequent retirement, no replacement until recently.

**COMPLAINTS MONITORING REPORT**  
**HOUSING AND PROPERTY SERVICES**

**QUARTER 3 2014/15 October– December 2014**

Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (October 2014 – November 2014). This change means that, for this period only, only two months of complaints are described. In future three months of complaints will be described.

**Indicator – Closed Complaints**

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints</b>				
	<b>Total Received</b>	<b>No (%) Closed Frontline</b>	<b>No (%) Closed Escalated</b>	<b>No (%) Closed Investigative</b>
<b>2013/14 Quarter 3</b>	31	10 (32%)	21 (68%)	
<b>2013/14 Quarter 4</b>	46	12 (26%)		33 (72%)
<b>2014/15 Quarter 1</b>	48	13 (27%)		35 (73%)
<b>2014/15 Quarter 2</b>	39	8 (21%)	1 (3%)	30 (77%)
<b>2014/15 Quarter 3</b>	27	4 (15%)		23 (85%)
<b>Comment:</b>				

**Indicator – Complaints Upheld, Partially Upheld, Not Upheld**

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>				
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>	
<b>2013/14 Quarter 3</b>	6 (60%)	1 (10%)	3 (30%)	
<b>2013/14 Quarter 4</b>	3 (25%)	2 (17%)	7 (58%)	
<b>2014/15 Quarter 1</b>	2 (15%)	1 (8%)	10 (77%)	
<b>2014/15 Quarter 2</b>	1 (12%)	2 (25%)	5 (62%)	
<b>2014/15 Quarter 3</b>	1 (25%)	1 (25%)	2 (50%)	
<b>Comment:</b>				

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>				
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>	
<b>2013/14 Quarter 3</b>	4 (19%)	2 (10%)	15 (71%)	
<b>2013/14 Quarter 4</b>				
<b>2014/15 Quarter 1</b>				
<b>2014/15 Quarter 2</b>	1 (100%)			
<b>2014/15 Quarter 3</b>				
<b>Comment:</b>				

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>				
	<b>No (%) Upheld</b>	<b>No (%) Part Upheld</b>	<b>No (%) Not Upheld</b>	
<b>2013/14 Quarter 3</b>				

2013/14 Quarter 4	9(27%)	6(18%)	18(55%)
2014/15 Quarter 1	11 (31%)	2 (6%)	22 (63%)
2014/15 Quarter 2	5 (17%)	3 (10%)	22 (73%)
2014/15 Quarter 3	5 (22%)	7 (30%)	11 (48%)
<b>Comment:</b>			

**Indicator – Average Times**

<b>The average time in working days for a full response to complaints at each stage</b>			
	<b>No of days Frontline</b>	<b>No of days Escalated</b>	<b>No of days Investigative</b>
2013/14 Quarter 3	2.7	17.1	
2013/14 Quarter 4	2.6		16.7
2014/15 Quarter 1	2.2		17.5
2014/15 Quarter 2	2.9	19	17.3
2014/15 Quarter 3	3.2		17.3
<b>Comment:</b>			

**Indicator – Performance against Timescales**

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>			
	<b>No (%) Frontline (5 days)</b>	<b>No (%) Escalated (20 days)</b>	<b>No (%) Investigative (20 days)</b>
2013/14 Quarter 3	10 (100%)	19 (90%)	
2013/14 Quarter 4	12 (100%)		28(85%)
2014/15 Quarter 1	13 (100%)		31 (89%)
2014/15 Quarter 2	10 (100%)	2 (100%)	21 (91%)
2014/15 Quarter 3	4 (100%)		21 (91%)
<b>Comment:</b>			
7248 was 5 days late. This was a complicated complaint which was considered by Direct Services before being passed to Housing. There were issues around flooding and housing which needed different sections to investigate and which caused the delay.			
7249 was 5 days late for the original due date but had a holding letter			

**Indicator – number of cases where an extension is authorised**

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>		
	<b>No (%) Frontline</b>	<b>No (%) Investigative (20 days)</b>
2013/14 Quarter 3		2 (10%)
2013/14 Quarter 4		2 (6%)
2014/15 Quarter 1		3 (9%)
2014/15 Quarter 2		2 (6%)
2014/15 Quarter 3		1 (4%)
<b>Comment:</b>		
ID 7249 had a holding letter		

### **Indicator – Learning from complaints**

<b>Outline changes or improvements to services or procedures as a result of the consideration of complaints</b>				
<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
7286	Repairs/Capital/Planned maintenance	Part upheld	Senior Building Maintenance Manager	Redress Tenant phoned and arrangements made to start work after 2pm in the afternoon.
7268	Other	Upheld	Building Services Manager	Reinforcement Apology. Contractor was told to request access from householders.
7248	Other	Part upheld	Head of Service	Reinforcement Apology and measures taken to prevent recurrence.
7252	Repairs/Capital/Planned maintenance	Part upheld	Head of Service	Redress An apology was given and repairs were completed. The Building Services Manager is to seek to improve the repairs processes in relation to maintaining contact with tenants.
7255	Allocations	Part upheld	Head of Service	Review Apology given for the site not being secured earlier. Service managers are to review procedures.
7305	Repairs/Capital/Planned maintenance	Part upheld	Head of Service	Reinforcement Apology given. The Building Services Manager is to ensure his staff notify tenants if there is going to be a delay in the repairs
7308	Other	Part upheld	Head of Service	Reinforcement Staff reminded of customer care standards on calling tenants back.
7311	Repairs/Capital/Planned maintenance	Part upheld	Head of Service	Reinforcement Apology given. Communication of delays is to be improved.
7319	Repairs/Capital/Planned maintenance	Part upheld	Head of Service	Reinforcement Apology given for the miscommunication.
7271	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Redress An apology was given for length of time taken to complete the work.
7321	Complaint Against Staff	Upheld	Head of Service	Reinforcement The Area Housing Manager reinforced to staff that correct procedures should be followed.
7329	Complaint Against Staff	Upheld	Head of Service	Reinforcement Apology and measures taken to prevent recurrence.
7330	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Redress Arrangements were made to correct the issues created by the contractor.
7334	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Redress Apology given and follow on works completed.