

**Complaints Monitoring Report
Corporate Services**

Quarter 1 2016/17 - April to June 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Total number of complaints received	7	5	18	13	9
Total number of complaints closed	7	3	22	11	9
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	6	86%	3	100%	16	73%	9	82%	6	67%
Number of complaints closed - Investigative	0	0%	0	0%	5	23%	2	18%	3	33%
Number of complaints closed - Escalated	1	14%	0	0%	1	5%	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 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	50%	0	0%	2	13%	3	33%	3	50%
Number of Frontline complaints partially upheld	1	17%	0	0%	5	31%	2	22%	0	0%
Number of Frontline complaints not upheld	2	33%	1	33%	9	56%	4	44%	3	50%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	0	N/A	1	20%	1	50%	2	67%
Number of Investigative complaints partially upheld	0	N/A	0	N/A	2	40%	1	50%	1	33%
Number of Investigative complaints not upheld	0	N/A	0	N/A	2	40%	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 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	100%	0	N/A	1	100%	0	N/A	N/A	N/A
Number of Escalated complaints partially upheld	0	0%	0	N/A	0	0%	0	N/A	N/A	N/A
Number of Escalated complaints not upheld	0	0%	0	N/A	0	0%	0	N/A	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Average time in working days for a full response - Frontline	5	2	4	3	3.5
Average time in working days for a full response - Investigative	N/A	N/A	18	21	15
Average time in working days for a full response - Escalated	29	N/A	21	0	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 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	50%	3	100%	15	94%	9	100%	5	83%
Number of complaints closed within 20 working days - Investigative	0	N/A	N/A	N/A	4	80%	0	0%	3	100%
Number of complaints closed within 20 working days - Escalated	0	0%	N/A	N/A	0	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	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	1	17%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	N/A	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8339	Council Tax	Upheld	Legal & Democratic Services - Customer Services	Service manager contacted complainant and offered apology. Meeting arranged between complainant and welfare benefit officer. Contact should have been made with complainant before the debt was released to be pursued by the Sheriff Officer.
8366	Council Tax	Upheld	Legal & Democratic Services - Customer Services	Redress. Customer's council tax has now been updated and complainant contacted to confirm changes have been made. Complainant was happy that issue has been resolved.
8367	Council Tax - Process/Procedure	Upheld	Legal & Democratic Services - Customer Services	Property address on Council Tax bill incorrect for past 4 years. Now been corrected and complainant contacted to inform them that the change has been made.
8382	Process/Procedure	Part upheld	Corporate Policy - Strategic Planning & Governance	Response sent from Head of Service
8425	Damage caused by contractor	Upheld	Financial Services	Complaint about damage to bed and wallpaper in bedroom caused by contractor installing new flooring. Complainant reimbursed for a roll of wallpaper and contractor instructed to rectify the problem with the vinyl fitted in the kitchen.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8455	Complaint against staff	Upheld	Legal & Democratic Services - Customer Services	Complainant unhappy about the way they were spoken to by contact centre staff and not being able to put their point across. Customer contacted by telephone and advised complaint upheld on basis of listening back to telephone conversation. The operator involved has also listened back to the original call and agrees that they could have been more composed in delivering the advice given, albeit it was per the guidelines provided by the service. Customer given re-assurance that this was not normal high standard of service which was accepted. Complainant also acknowledged that service on past occasions service had been good.

**Complaints Monitoring Report
Development Services**

Quarter 1 2016/17 - April - June 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Total number of complaints received	6	10	7	15	5
Total number of complaints closed	6	12	7	15	5
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	33%	2	17%	1	14%	6	40%	2	40%
Number of complaints closed - Investigative	4	67%	9	75%	6	86%	9	60%	3	60%
Number of complaints closed - Escalated	0	0%	1	8%	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 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	50%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	1	50%	0	0%	1	100%	0	0%	0	0%
Number of Frontline complaints not upheld	1	50%	1	50%	0	0%	6	100%	2	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	11%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	1	25%	1	11%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	3	75%	7	78%	6	100%	9	100%	3	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	1	100%	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	1	100%	0	N/A	0	N/A	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Average time in working days for a full response - Frontline	2.5	4.5	2	5.8	3.5
Average time in working days for a full response - Investigative	12.8	12.6	18.7	13	27.7
Average time in working days for a full response - Escalated	N/A	13	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	100%	2	100%	1	100%	4	67%	2	100%
Number of complaints closed within 20 working days - Investigative	4	100%	9	100%	5	83%	8	89%	2	67%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	50%	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
		N/A		

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

Quarter 1 2016/17 – April to June 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Total number of complaints received	13	6	7	10	8
Total number of complaints closed	12	6	7	7	4
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	0	0%	0	0%	0	0%	0	0%
Number of complaints closed - Investigative	12	100%	6	100%	7	100%	7	100%	4	100%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

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

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	3	25%	2	33%	2	29%	1	14%	0	0%
Number of Investigative complaints partially upheld	1	8%	2	33%	1	14%	3	43%	1	25%
Number of Investigative complaints not upheld	8	67%	2	33%	4	57%	3	43%	3	75%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Average time in working days for a full response - Frontline	N/A	N/A	N/A	N/A	N/A
Average time in working days for a full response - Investigative	18.5	19	22	42	17
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 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	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 - Investigative	8	67%	5	83%	4	57%	1	14%	1	25%
Number of complaints closed within 20 working days - Escalated	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	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	1	8%	1	17%	0	0%	2	29%	2	50%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8153	Complaint against staff	Part Upheld	Head of Integrated Children's Services	One of the eight complaint issues raised was upheld - apology provided to complainant for not being routinely notified of meeting dates regarding his children; assurances given that complainant will be included in any future correspondence.

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

Quarter 1 2016/17 – April to June 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Total number of complaints received	11	9	5	9	12
Total number of complaints closed	11	8	5	8	7
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	18%	2	25%	3	60%	3	38%	1	14%
Number of complaints closed - Investigative	9	82%	6	75%	2	40%	5	62%	6	86%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	50%	0	0%	0	0%	0	0%	1	100%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	1	33%	0	0%
Number of Frontline complaints not upheld	1	50%	2	100%	3	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	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	22%	1	17%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	2	22%	4	67%	2	100%	4	80%	3	50%
Number of Investigative complaints not upheld	5	56%	1	17%	0	0%	1	20%	3	50%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Average time in working days for a full response - Frontline	7	3.5	3.5	5.3	2
Average time in working days for a full response - Investigative	13	21	18	15	14
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 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	50%	2	100%	2	67%	2	67%	1	100%
Number of complaints closed within 20 working days - Investigative	8	89%	4	67%	2	100%	5	100%	5	83%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	N/A	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	1	11%	1	17%	0	N/A	0	N/A	1	17%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8376	Bullying	Part Upheld	Quality Improvement Officer	Apology given for any anxiety and injury caused in playground to student. Playground procedures reviewed to lessen risk of any similar incidents in the future.
8387	Process/Procedure	Upheld	Quality Improvement Officer	Apology given to complainant for outstanding travel expenses which has now been paid – administrative error rectified.
8398	Complaint against staff	Part upheld	Quality Improvement Officer	Acknowledged that there had been an occasion where the manner in which the Head Teacher (at the time) communicated with staff member was negative and caused an element of discomfort for complainant. New Head Teacher made aware of situation.
8492	Process/Procedure	Part Upheld	Quality Improvement Officer	Apology given to parent for Head Teacher (HT) raising their voice during meeting, professional dialogue with HT and Quality Improvement Officer taken place and formal letter written to complainant apologising for their conduct.

**Complaints Monitoring Report
Housing Services**

Quarter 1 2016/17 - April - June 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Total number of complaints received	26	35	37	51	23
Total number of complaints closed	30	33	41	49	26
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	7	23%	12	36%	18	44%	37	76%	16	62%
Number of complaints closed - Investigative	23	77%	21	64%	23	56%	12	24%	10	38%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	29%	3	25%	14	78%	22	59%	6	38%
Number of Frontline complaints partially upheld	0	0%	1	8%	0	0%	2	5%	1	6%
Number of Frontline complaints not upheld	5	71%	8	67%	4	22%	13	35%	9	56%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	3	13%	5	24%	2	9%	3	25%	0	0%
Number of Investigative complaints partially upheld	3	13%	0	0%	5	22%	1	8%	2	20%
Number of Investigative complaints not upheld	17	74%	16	76%	16	70%	8	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 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17
Average time in working days for a full response - Frontline	3.4	2.6	3.2	4	3.4
Average time in working days for a full response - Investigative	20.1	26.3	19.1	18.8	18.4
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	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	7	100%	12	100%	17	94%	33	89%	15	94%
Number of complaints closed within 20 working days - Investigative	16	70%	6	29%	13	57%	9	75%	7	70%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17	
	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	13%	2	10%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8388	Frontline Resolution Complaint Against Staff	Upheld	Heating & Electrical Manager	Reinforcement - The supervisor has reminded the tradesman of the code of conduct and their behaviour will be monitored.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8389	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	DLO Business Manager	Redress – Complaint has been resolved and a follow up Tenant visit by the Manager has confirmed this.
8390	Frontline Resolution Process/Procedure	Upheld	Property Resources Estate Caretaker	Reinforcement – Apology given for any upset and stress caused in error. The customer was satisfied with the reasons given and did not wish to take the matter any further.
8415	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Heating & Electrical Manager	Redress – Work has now been completed to the satisfaction of the Customer.
8424	Frontline Resolution Repairs/Capital/Planned Maintenance	Part upheld	Senior Building Maintenance Manager	Redress - The repair was completed to the satisfaction of the Tenant.
8454	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	DLO Business Manager	Reinforcement - Apologised for the job been done late and also for not contacting the tenant to explain the situation. The tenant is satisfied that the complaint is now resolved
8496	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	DLO Business Manager	Redress – Tenants have been contacted and advised that a sub-contractor will be employed to carry out this work and this will be scheduled next month. Have also offered a decoration pack to assist with re-decoration and as a goodwill gesture for the delays experienced. The tenants are satisfied with this.
8341	Investigation Stage Repairs/Capital/Planned Maintenance	Part upheld	Head of Housing & Property	Redress - Boiler manufacturer visited the property. Issues have been rectified and boiler now working as it should. All other outstanding repairs have been carried out.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8351	Investigation Stage Process/Procedure	Part upheld	Head of Housing & Property	<p>Review/revise - Complaint regarding the long delays, referring to a certain project and its associated funding management.</p> <p>It is regrettable that the opportunity for match funding was not able to be fully explored at the start of this project by all parties involved. Improvements required on collective working on such projects including joint clarity around objectives from the onset.</p>