

**Complaints Monitoring Report
Corporate Services**

2016/17 Quarter 2 - July to September 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Total number of complaints received	5	18	13	9	6
Total number of complaints closed	3	22	11	9	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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	100%	16	73%	9	82%	6	67%	7	78%
Number of complaints closed - Investigative	0	0%	5	23%	2	18%	3	33%	1	11%
Number of complaints closed - Escalated	0	0%	1	5%	0	0%	0	0%	1	11%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	2	13%	3	33%	3	50%	4	57%
Number of Frontline complaints partially upheld	0	0%	5	31%	2	22%	0	0%	1	14%
Number of Frontline complaints not upheld	1	33%	9	56%	4	44%	3	50%	2	29%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Average time in working days for a full response - Frontline	2	4	3	3.5	3.1
Average time in working days for a full response - Investigative	N/A	18	21	15	20
Average time in working days for a full response - Escalated	N/A	21	0	N/A	1

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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	100%	15	94%	9	100%	5	83%	7	100%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	4	80%	0	0%	3	100%	1	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	0	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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	1	17%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	0%	0	0%	0	0%	0	0%

**Complaints Monitoring Report
Development Services**

2016/17 Quarter 2 - July to September 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Total number of complaints received	10	7	15	5	12
Total number of complaints closed	12	7	15	5	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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	17%	1	14%	6	40%	2	40%	7	70%
Number of complaints closed - Investigative	9	75%	6	86%	9	60%	3	60%	3	30%
Number of complaints closed - Escalated	1	8%	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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	50%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	1	100%	0	0%	0	0%	1	14%
Number of Frontline complaints not upheld	1	50%	0	0%	6	100%	2	100%	6	86%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	11%	0	0%	0	0%	0	0%	1	33%
Number of Investigative complaints partially upheld	1	11%	0	0%	0	0%	0	0%	1	33%
Number of Investigative complaints not upheld	7	78%	6	100%	9	100%	3	100%	1	33%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	1	100%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	1	100%	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	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Average time in working days for a full response - Frontline	4.5	2	5.8	3.5	2.7
Average time in working days for a full response - Investigative	12.6	18.7	13	27.7	13
Average time in working days for a full response - Escalated	13	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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	100%	1	100%	4	67%	2	100%	7	100%
Number of complaints closed within 20 working days - Investigative	9	100%	5	83%	8	89%	2	67%	3	100%
Number of complaints closed within 20 working days - Escalated	1	100%	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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 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	0	0%	0	0%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8579	Frontline Resolution Complaint Against Staff	Part upheld	Trading Standards Manager / Head of Development Services	Redress - Updated advice and guidance provided
8562	Investigation Stage Process/Procedure	Part upheld	Head of Development Services	Reimbursement- Expenses presented were paid as a good will gesture
8562	Investigation Stage Process/Procedure	Upheld (separate issue but part of the same complaint as above)	Head of Development Services	Reimbursement- Expenses presented were paid as a good will gesture

**Complaints Monitoring Report
Direct Services**

2016/17 Quarter 2 - July to September 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Total number of complaints received	10	26	58	59	55
Total number of complaints closed	10	37	52	56	56
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	7	70%	33	89%	50	96%	54	96%	54	96%
Number of complaints closed - Investigative	0	0%	0	0%	1	2%	1	2%	0	0%
Number of complaints closed - Escalated	3	30%	4	11%	1	2%	1	2%	2	4%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	29%	4	12%	14	28%	19	35%	24	44%
Number of Frontline complaints partially upheld	0	0%	7	21%	2	4%	11	20%	1	2%
Number of Frontline complaints not upheld	5	71%	22	67%	34	68%	24	44%	29	54%

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

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	1	25%	0	0%	0	0%	0	0%
Number of Escalated complaints partially upheld	0	0%	1	25%	0	0%	0	0%	0	0%
Number of Escalated complaints not upheld	3	100%	2	50%	1	100%	1	100%	2	100%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Average time in working days for a full response - Frontline	4.6	4	2.5	4.1	3.2
Average time in working days for a full response - Investigative	N/A	N/A	21	18	N/A
Average time in working days for a full response - Escalated	17.7	12.3	7	17	21.5

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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	6	86%	29	88%	48	96%	52	96%	51	94%
Number of complaints closed within 20 working days - Investigative	0	N/A	0	N/A	0	0%	1	100%	0	N/A
Number of complaints closed within 20 working days - Escalated	3	100%	3	75%	1	100%	1	100%	1	50%
<p>3 Frontline and 1 Escalated Investigative complaints were closed out with timescales</p> <p>Frontline:</p> <p>ID 8600 was one day late because of an error in specifying the due date.</p> <p>ID 8012 was two days over the original due date but had a five day extension and so was within the revised timescale.</p> <p>ID 8516 was seven days late. The complaint required a site inspection. Because of the complaint's complexity it should have been escalated to the investigative stage which would have provided a timescale of 20 days. Similar future complaints will be escalated.</p> <p>Escalated Investigative:</p> <p>ID 8475 was 7 days late. The original due date was extended by 10 working days and therefore was closed within the revised timescale.</p>										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	2%	0	0%	1	2%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	25%	0	0%	0	0%	1	50%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8516	Lairs	Upheld	Lands and Parks Officer	redress:- A mound of earth was removed
8517	Lighting	Upheld	Head of Service	review/revise:- Review of planning for works to be undertaken and an apology was given
8530	Process/Procedure	Upheld	Head of Service	review/revise:- Agreed to service the cemetery road and to review parking.
8535	Recycling	Upheld	Recycling Assistant	redress:- apology given
8541	Process/Procedure	Upheld	Recycling Assistant	redress:- The bin was serviced and replaced by a larger bin
8544	Complaint Against Staff	Upheld	Waste Management Officer	review/revise:- A review of procedures was undertaken
8548	Household Collections	Upheld	Recycling Assistant	reinforcement:- A team talk will reinforce the requirement not to miss bins.
8565	Recycling	Upheld	Recycling Assistant	redress:- the bin was serviced
8569	Other	Upheld	Recycling Assistant	redress:- the bin was serviced

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8571	Complaint Against Staff	Part upheld	Senior Engineer (West)	reinforcement:- Staff were advised about parking
8573	Other	Upheld	Recycling Assistant	reinforcement:- procedures reinforced
8578	Household Collections	Upheld	Recycling Assistant	redress:- the bins were serviced and an apology was given
8584	Household Collections	Upheld	Recycling Assistant	redress:- the bin was serviced
8590	Complaint Against Staff	Upheld	Waste Disposal Officer	redress:- Parking regulations were reinforced and repair costs of damage to be reimbursed
8591	Signage	Upheld	Head of Service	reinforcement:- Reinforced to staff that temporary road signs should be displayed for the term of the temporary works.
8600	Footpaths/pavements	Upheld	Head of Service	review/revise:- Review of planning for works to be undertaken and an apology was given
8618	Complaint Against Staff	Upheld	Head of Service	redress:- An apology was given and the driver was reminded of parking regulations
8643	Process/Procedure	Upheld	Recycling Assistant	redress:- the bin was serviced

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8648	Process/Procedure	Upheld	Recycling Assistant	redress:- the bin was serviced
8653	Other	Upheld	Monitoring Officer	redress:- The area was cleaned
8666	Complaint Against Staff	Upheld	Senior Engineer (Traffic)	reinforcement:- An apology was given and staff were reminded of the procedures when dealing with customers.
8685	Recycling	Upheld	Monitoring Officer	redress:- An apology was given
8686	Recycling	Upheld	Monitoring Officer	redress:- Rubbish was cleared from the site and a review of the siting of bins to be undertaken
8695	Recycling	Upheld	Waste Monitoring Assistant	redress:- The bin was serviced
8741	Household Collections	Upheld	Waste Monitoring Assistant	redress:- An apology was given

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

2016/17 Quarter 2 – July to September 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Total number of complaints received	9	5	9	12	7
Total number of complaints closed	8	5	8	7	10
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	25%	3	60%	3	38%	1	14%	2	20%
Number of complaints closed - Investigative	6	75%	2	40%	5	62%	6	86%	8	80%
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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	1	100%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	33%	0	0%	0	0%
Number of Frontline complaints not upheld	2	100%	3	100%	2	67%	0	0%	2	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	17%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	4	67%	2	100%	4	80%	3	50%	3	38%
Number of Investigative complaints not upheld	1	17%	0	0%	1	20%	3	50%	5	62%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 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	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Average time in working days for a full response - Frontline	3.5	3.5	5.3	2	2
Average time in working days for a full response - Investigative	21	18	15	14	33
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

**NB: 33 days average largely due to school summer holidays and relevant school staff unavailable until end of summer break.*

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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	100%	2	67%	2	67%	1	100%	2	100%
Number of complaints closed within 20 working days - Investigative	4	67%	2	100%	5	100%	5	83%	2	25%
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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	0%	0	0%	0	0%	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	1	17%	0	N/A	0	N/A	1	17%	6	100%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8549	Bullying	Part Upheld	Quality Improvement Officer	Review/revise: Apology given for any anxiety caused in relative transition to secondary school. Current procedures reviewed with emphasis on data exchange and communication reinforced with all staff.
8572	Complaint Against Staff	Part Upheld	Quality Improvement Officer	Reinforcement: Apologised for any negative impact experienced during incident; acknowledged procedures in place to support pupils with additional needs, however accept these needed reviewed and have subsequent been with a number improvements introduced.
8587	Other	Part Upheld	Quality Improvement Officer	Reinforcement: Acknowledged complaint, accepted some areas for improvement required in educational content – these have been addressed with internal changes and investment in new educational resources.

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

2016/17 Quarter 2 – July to September 2016

***include complaint 8403**

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Total number of complaints received	6	7	10	8	8
Total number of complaints closed	6	7	7	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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 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	6	100%	7	100%	7	100%	4	100%	6	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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	33%	2	29%	1	14%	0	0%	3	50%
Number of Investigative complaints partially upheld	2	33%	1	14%	3	43%	1	25%	1	17%
Number of Investigative complaints not upheld	2	33%	4	57%	3	43%	3	75%	2	33%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 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	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 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	19	22	42	17	23
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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints closed within 20 working days - Investigative	5	83%	4	57%	1	14%	1	25%	1	25%
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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	1	17%	0	0%	2	29%	2	50%	1	17%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8478	Complaint a Process/Procedure	Upheld	Head of Integrated Children's Services	Complaint regarding anti-social behaviour of children within Cala residential unit. As a consequence of the concerns raised an improvement plan is being developed. Complainant given apology
8553	Complaint a Process/Procedure	Upheld	Head of Integrated Children's Services	Complaint regarding anti-social behaviour of children within Cala residential unit. As a consequence of the concerns raised an improvement plan is being developed. Complainant given apology
8637	Complaint about Staff	Upheld	Head of Integrated Children's Services	Apology offered to complainant. Include request for future conversation safeguards via safebase

UPHELD OR PARTIALLY UPHELD COMPLAINTS

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8543	Complaint about Staff	Part Upheld	Head of Integrated Children's Services	Apology offered with regards to the breakdown in communication between SW and complainant.

**Complaints Monitoring Report
Housing and Property Services**

2016/17 Quarter 2 - July to September 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Total number of complaints received	35	37	51	23	38
Total number of complaints closed	33	41	49	26	36
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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	12	36%	18	44%	37	76%	16	62%	20	56%
Number of complaints closed - Investigative	21	64%	23	56%	12	24%	10	38%	16	44%
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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	25%	14	78%	22	59%	7	44%	11	55%
Number of Frontline complaints partially upheld	1	8%	0	0%	2	5%	0	0%	0	0%
Number of Frontline complaints not upheld	8	67%	4	22%	13	35%	9	56%	9	45%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	5	24%	2	9%	3	25%	0	0%	5	31%
Number of Investigative complaints partially upheld	0	0%	5	22%	1	8%	2	20%	2	13%
Number of Investigative complaints not upheld	16	76%	16	70%	8	67%	8	80%	9	56%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 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	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17
Average time in working days for a full response - Frontline	2.6	3.2	4	3.4	2.9
Average time in working days for a full response - Investigative	26.3	19.1	18.8	18.4	16.1
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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	12	100%	17	94%	33	89%	15	94%	20	100%
Number of complaints closed within 20 working days - Investigative	6	29%	13	57%	9	75%	7	70%	14	88%
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	Q2 2015/16		Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 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	2	10%	0	0%	0	0%	0	0%	1	6%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8545	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Senior Housing Projects Officer	Redress – Work has now been completed to the satisfaction of the Customer.
8546	Frontline Resolution Complaint Against Staff	Upheld	Senior Building Maintenance Manager	Reinforcement – Alternative transportation arrangements have been made in light of this complaint and the customer is happy that the complaint had been addressed to their satisfaction

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8550	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Business Manager	Redress – Two issues reported – a repair and a payment due have now both been redressed to the customer’s satisfaction. An issue with the on-line repair request form has been reported to ICT.
8554	Frontline Resolution Other	Upheld	Area Housing Manager West	Reinforcement – Apology given for any frustration caused. The customer did not wish to take the matter any further. Staff reminded to check up-lift bookings before issuing letters.
8560	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Business Manager	Redress – Carpet now cleaned and tenant happy with the response to the complaint.
8580	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Heating & Electrical Manager	Redress – An apology was offered for the operative’s behaviour. Chimney has now been surveyed as have the fire place doors. The tenant was satisfied that the complaint had been dealt with to their satisfaction
8617	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Heating & Electrical Manager	Reinforcement – An apology was made to the tenant and the operative received direction from management on future conduct and was issued the employee guide and advised that their behaviour will be monitored.
8641	Frontline Resolution Complaint Against Staff	Upheld	Building Services Manager	Reinforcement – Informal warning given to operative for using a mobile phone while driving followed by toolbox talk on safe driving and mobile phone use and advised that their behaviour will be monitored..
8651	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Business Manager	Redress – Problem with a garage roof repair has been diagnosed and sorted.
8696	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Business Manager	Redress – Temporary lighting provided until permanent solution involving SSE is identified and put in place. Customer happy with the response.

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8710	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Business Manager	Reinforcement – Original problem of window not shutting has been resolved but has highlighted a number of communication issues which have been logged and will be taken forward.
8468	Investigation Stage Housing Disputes	Part upheld	Head of Housing & Property	Redress – Apology given for any confusion caused by the letter sent regarding rent arrears
8495	Investigation Stage Complaint Against Staff	Upheld	Asset Manager	Reinforcement – Officer on duty reminded of customer care standards and apology given to tenant
8614	Investigation Stage Complaint Against Staff	Upheld	Head of Housing & Property	Reinforcement – Member of staff reminded of customer care standards and apology given to tenant
8644	Investigation Stage Allocations	Upheld	Head of Housing & Property	Reinforcement – Apology given and acknowledgement that decisions made when dealing with the case were not considerate of the complainant's position. Manager has been asked to talk to the staff involved to ensure they understand the full impact of their actions.
8673	Investigation Stage Complaint Against Staff	Part upheld	Head of Housing & Property	Reinforcement – Apology given and member of staff reminded of customer care standards
8697	Investigation Stage Repairs/Capital/Planned Maintenance	Upheld	Heating & Electrical Manager	Redress – Work has been completed on the ceiling and arrangements made for the carpet to be cleaned (<i>at time of writing this was still to be done</i>)
8705	Investigation Stage Repairs/Capital/Planned Maintenance	Upheld	Head of Housing & Property	Redress – Apology given for any misunderstanding