

**Complaints Monitoring Report
Corporate Services**

Quarter 3 2016/17 - October to December 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17
Total number of complaints received	18	13	9	6	2
Total number of complaints closed	22	11	9	9	2
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	16	73%	9	82%	6	67%	7	78%	1	N/A
Number of complaints closed - Investigative	5	23%	2	18%	3	33%	1	11%	1	N/A
Number of complaints closed - Escalated	1	5%	0	0%	0	0%	1	11%	N/A	N/A

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	13%	3	33%	3	50%	4	57%	1	100%
Number of Frontline complaints partially upheld	5	31%	2	22%	0	0%	1	14%	0	0%
Number of Frontline complaints not upheld	9	56%	4	44%	3	50%	2	29%	0	0%

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

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

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

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	15	94%	9	100%	5	83%	7	100%	1	100%
Number of complaints closed within 20 working days - Investigative	4	80%	0	0%	3	100%	1	100%	1	100%
Number of complaints closed within 20 working days - Escalated	0	0%	0	N/A	N/A	N/A	1	100%	N/A	N/A

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

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8800	Council Tax	Upheld	Customer Service Manager	Service to provide an update on the action taken

**Complaints Monitoring Report
Development Services**

Quarter 3 2016/17 - October to December 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17
Total number of complaints received	7	15	5	12	3
Total number of complaints closed	7	15	5	10	5
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	14%	6	40%	2	40%	7	70%	1	20%
Number of complaints closed - Investigative	6	86%	9	60%	3	60%	3	30%	4	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	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	1	100%	0	0%	0	0%	1	14%	0	0%
Number of Frontline complaints not upheld	0	0%	6	100%	2	100%	6	86%	1	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	1	33%	1	25%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	1	33%	0	0%
Number of Investigative complaints not upheld	6	100%	9	100%	3	100%	1	33%	3	75%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 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	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17
Average time in working days for a full response - Frontline	2	5.8	3.5	2.7	5
Average time in working days for a full response - Investigative	18.7	13	27.7	13	22.3
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	4	67%	2	100%	7	100%	1	100%
Number of complaints closed within 20 working days - Investigative	5	83%	8	89%	2	67%	3	100%	2	50%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8758	Investigation Stage Pest Control	Upheld	Head of Development Services	Review/Revise – Apology given and invoice recalculated. Follow up discussion on information provided to and by the contact centre.

**Complaints Monitoring Report
Direct Services**

Quarter 3 2016/17 - October to December 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17
Total number of complaints received	26	58	59	55	32
Total number of complaints closed	37	52	56	56	33
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	33	89%	50	96%	54	96%	54	96%	32	97%
Number of complaints closed - Investigative	0	0%	1	2%	1	2%	0	0%	0	0%
Number of complaints closed - Escalated	4	11%	1	2%	1	2%	2	4%	1	3%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	4	12%	14	28%	19	35%	24	44%	9	28%
Number of Frontline complaints partially upheld	7	21%	2	4%	11	20%	1	2%	3	9%
Number of Frontline complaints not upheld	22	67%	34	68%	24	44%	29	54%	20	63%

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

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17
Average time in working days for a full response - Frontline	4	2.5	4.1	3.2	3.7
Average time in working days for a full response - Investigative	N/A	21	18	N/A	N/A
Average time in working days for a full response - Escalated	12.3	7	17	21.5	6

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	29	88%	48	96%	52	96%	51	94%	30	94%
Number of complaints closed within 20 working days - Investigative	0	N/A	0	0%	1	100%	0	N/A	0	N/A
Number of complaints closed within 20 working days - Escalated	3	75%	1	100%	1	100%	1	50%	1	100%
<p>Two Frontline complaints were late: 8865 was late by 4 days due to work pressures 8892 was late by 35 days. The correspondence with the complainant was not identified as a complaint until the complainant asked about a response. To stop this happening again the Environmental Protection Manager has embarked on complaint training within his service and this will be followed up at management team meetings to ensure that any correspondence that is a complaint will be logged in the first instance and deadlines met. Service managers will be asked to make sure their teams are aware of how complaints should be made and logged and will be issued with further guidance on how to do this.</p>										

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

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8759	Complaint Against Staff	Partially Upheld	Waste Monitoring Assistant	Redress; Apology given and crews were reminded of clearing up any spillage when collecting waste.
8829	Household Collections	Partially Upheld	Recycling Assistant	Redress; Apology given
8874	Household Collections	Partially Upheld	Recycling Assistant	Redress; Apology given
8764	Recycling	Upheld	Waste Monitoring Assistant	Redress; The missed bin was emptied
8805	Complaint Against Staff	Upheld	HODS	Redress; Member of staff to receive further training
8830	Other	Upheld	Monitoring Officer	Review/Revise; Lane to be assessed for leaves.
8850	Recycling	Upheld	Waste Monitoring Assistant	Redress; The missed bin was emptied
8855	Household Collections	Upheld	Waste Monitoring Assistant	Redress; An offer was made to empty the bin which was not fully emptied.
8859	Process/Procedure	Upheld	Recycling Assistant	Redress; The missed bin was emptied
8873	Household Collections	Upheld	Waste Monitoring Assistant	Redress; The missed bin was emptied
8894	Household Collections	Upheld	Waste Monitoring Assistant	Redress; The missed bin was emptied
8902	Process/Procedure	Upheld	Catering Supervisor	Redress; Online smart card top-up process to be repaired

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

Quarter 3 2016/17 – October to December 2016

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

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	60%	3	38%	1	14%	2	20%	3	30%
Number of complaints closed - Investigative	2	40%	5	62%	6	86%	8	80%	7	70%
Number of complaints closed - Escalated	0	-	0	-	0	-	0	0%	0	-

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

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	1	14%
Number of Investigative complaints partially upheld	2	100%	4	80%	3	50%	3	38%	3	43%
Number of Investigative complaints not upheld	0	0%	1	20%	3	50%	5	62%	3	43%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 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	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17
Average time in working days for a full response - Frontline	4	5	2	2	17
Average time in working days for a full response - Investigative	18	15	14	33	25
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	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	67%	2	67%	1	100%	2	100%	1	33%
Number of complaints closed within 20 working days - Investigative	2	100%	5	100%	5	83%	2	25%	4	57%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	N/A	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	N/A	1	17%	6	75%	3	43%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8793	Process / Procedure	Upheld	Educational Resources Manager	Apology for delay and poor communication in regards to organising tree cutting bordering complainants home and school. Work now carried out.
8572	Complaint Against Staff	Part upheld	Quality Improvement Officer	Acknowledged that school had failed to adequately address issues around complainant's child. Apology given and improvements outlined in ensuring earlier interventions in similar cases and improved communication between staff and with parent and child.
8732	Process / Procedures	Part upheld	Quality Improvement Officer	Apology to parent for delayed update on changes to complainant's child's support plans, a more systematic approach to planning is to be introduced to ensure that all relevant parties are aware of what was happening and why.
8750	Complaint Against Staff	Part upheld	Quality Improvement Officer	Acknowledged that resources had been put in place to support complainant's child in school, however it was noted that some staff were not providing positive reinforcement. Apology given for any upset caused and issues addressed.
8823	Complaint Against Staff	Upheld	Quality Improvement Officer	Apology given for inappropriate comments made by Head teacher to complainant when discussing their child. Head Teacher formally apologised through a written letter.

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

Quarter 3 2016/17 – October to December 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2015/16	Q4 2015/16	Q1 2015/16	Q2 2016/17	Q3 2016/17
Total number of complaints received	7	10	8	8	5
Total number of complaints closed	7	7	4	6	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	Q3 2015/16		Q4 2015/16		Q1 2015/16		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	-	0	-	0	-	0	-	0	-
Number of complaints closed - Investigative	7	100%	7	100%	4	100%	6	100%	7	100%
Number of complaints closed - Escalated	0	-	0	-	0	-	0	-	0	-

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2015/16		Q4 2015/16		Q1 2015/16		Q2 2016/17		Q3 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	Q3 2015/16		Q4 2015/16		Q1 2015/16		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	29%	1	14%	0	0%	3	50%	3	43%
Number of Investigative complaints partially upheld	1	14%	3	43%	1	25%	1	17%	1	14%
Number of Investigative complaints not upheld	4	57%	3	43%	3	75%	2	33%	3	43%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2015/16		Q4 2015/16		Q1 2015/16		Q2 2016/17		Q3 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	Q3 2015/16	Q4 2015/16	Q1 2015/16	Q2 2016/17	Q3 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	22	42	17	23	42
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2015/16		Q4 2015/16		Q1 2015/16		Q2 2016/17		Q3 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	4	57%	1	14%	1	25%	2	33%	2	29%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2015/16		Q4 2015/16		Q1 2015/16		Q2 2016/17		Q3 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	0	0%	2	29%	2	50%	1	17%	3	43%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8718	Complaint against staff	Upheld	Continuing Support Service Manager	Apology given for the poor communication from the fostering and adoption team to carers regarding children in their care. Acknowledged service will look at improving communication between parties and that carers receive reports in a timeous manner.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8757	Other	Part upheld	Children's Wellbeing Manager	Acknowledged the lack of communication from the social work department in the attempt to contact the service about child. The service will learn from the experience with particular emphasis to be made in communication and the need to ensure timely response to requests for information. Emphasis will also be made to cover arrangement during periods of staff illness.
8803	Process / Procedure	Upheld	Continuous Improvement Officer	Acknowledged shortcomings in the procedures in dealing with kinship approval. A full review of the case has been carried out and learning points identified to ensure improved kinship care procedures.
8846	Process / Procedure	Upheld	Continuous Improvement Officer	Acknowledged that the service failed to follow due process in making decisions regarding children in care and that communication between parties was not clear. Apology given for any emotional distress that may have been caused, and assurances given that a full case review will be carried out and key issues addressed for future.

**Complaints Monitoring Report
Housing and Property Services
Quarter 3 2016/17 - October to December 2016**

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17
Total number of complaints received	37	51	23	38	32
Total number of complaints closed	41	49	26	38	34
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	18	44%	37	76%	16	62%	21	55%	21	62%
Number of complaints closed - Investigative	23	56%	12	24%	10	38%	17	45%	13	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	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	14	78%	22	59%	7	44%	12	57%	10	48%
Number of Frontline complaints partially upheld	0	0%	2	5%	0	0%	0	0%	1	5%
Number of Frontline complaints not upheld	4	22%	13	35%	9	56%	9	43%	10	48%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	9%	3	25%	0	0%	5	29%	3	23%
Number of Investigative complaints partially upheld	5	22%	1	8%	2	20%	2	12%	3	23%
Number of Investigative complaints not upheld	16	70%	8	67%	8	80%	10	59%	7	54%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 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	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17
Average time in working days for a full response - Frontline	3.2	4	3.4	2.9	4.1
Average time in working days for a full response - Investigative	19.1	18.8	18.4	15.3	16.9
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	17	94%	33	89%	15	94%	21	100%	19	90%
Number of complaints closed within 20 working days - Investigative	13	57%	9	75%	7	70%	14	82%	11	85%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2015/16		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 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%	1	6%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8748	Frontline Other	Upheld	Heating and Electrical Manager	Reinforcement – Engineer reminded of customer care standards and issued with a code of conduct. Apology given to tenant and a secondary check organised.
8769	Frontline Repairs/Capital/Planned Maintenance	Upheld	Asset Manager	Reinforcement – Staff reminded to keep tenants up to date with changes. Explanation of progress given to tenant.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8798	Frontline Repairs/Capital/Planned Maintenance	Upheld	Senior Building Maintenance Manager	Redress – Handrail to be corrected and resulting re-decoration made good
8809	Frontline Repairs/Capital/Planned Maintenance	Upheld	Asset Manager	Redress – Apology made for the communication breakdown and work has since been completed
8816	Frontline Repairs/Capital/Planned Maintenance	Upheld	Heating and Electrical Manager	Redress – Apology made for the service given and repair has since been completed
8817	Frontline Repairs/Capital/Planned Maintenance	Upheld	Senior Building Maintenance Manager	Redress – Repair has now been completed and apology made for the delay
8839	Frontline Repairs/Capital/Planned Maintenance	Upheld	Business Manager	Redress - Repair has now been completed and tenant happy with the action taken
8872	Frontline Repairs/Capital/Planned Maintenance	Upheld	Customer Services	Redress – Faulty door has been deactivated
8881	Frontline Repairs/Capital/Planned Maintenance	Upheld	Property Resources Manager	Redress – Contractor has moved the scaffolding and apologised to the complainant who is now happy with the agreed actions
8893	Frontline Repairs/Capital/Planned Maintenance	Upheld	Business Manager	Redress – Work has been scheduled to address the issue and the tenant is satisfied with the outcome
8897	Frontline Repairs/Capital/Planned Maintenance	Part upheld	Contracts Manager	Redress – Kitchen work has been completed and a specialist company will remove the tank to allow the shower work to be done.
8687	Investigative Complaint Against Staff	Upheld	Heating and Electrical Manager	Review/revise – Repair has been carried out and an investigation into why it took so long was undertaken

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8790	Investigative Other	Upheld	Customer Services	Redress – Is on-going
8795	Investigative Complaint Against Staff	Upheld	Head of Housing and Property	Redress – Apology given to tenant and repair work has been carried out. A member of staff reminded of customer care standards and asked to reflect on their behaviour
8703	Investigative Repairs/Capital/Planned Maintenance	Part upheld	Head of Housing and Property	Reinforcement – Apology made for lack of contact and staff reminded to keep tenants informed
8836	Investigative Complaint Against Staff	Part upheld	Housing Services Manager	Reinforcement – Apology given about not seeking permission when cutting trees down
8849	Investigative Complaint Against Staff	Part upheld	Business Manager	Reimbursement – An offer of compensation has been made