

**Complaints Monitoring Report  
Corporate Services**

**Quarter 4 2016/17 - January to March 2017**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Total number of complaints received	13	9	6	2	5
Total number of complaints closed	11	9	9	2	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.

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	9	82%	6	67%	7	78%	1	50%	4	80%
Number of complaints closed - Investigative	2	18%	3	33%	1	11%	1	50%	1	20%
Number of complaints closed - Escalated	0	0%	0	0%	1	11%	0	0%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	33%	3	50%	4	57%	1	100%	1	25%
Number of Frontline complaints partially upheld	2	22%	0	0%	1	14%	0	0%	1	25%
Number of Frontline complaints not upheld	4	44%	3	50%	2	29%	0	0%	2	50%

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

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

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Average time in working days for a full response - Frontline	3	3.5	3.1	4	3.5
Average time in working days for a full response - Investigative	21	15	20	15	22
Average time in working days for a full response - Escalated	0	N/A	1	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	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	9	100%	5	83%	7	100%	1	100%	4	100%
Number of complaints closed within 20 working days - Investigative	0	0%	3	100%	1	100%	1	100%	0	0%
Number of complaints closed within 20 working days - Escalated	0	N/A	N/A	N/A	1	100%	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	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	17%	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
8941	Process/Procedure	Part upheld	Eric Bell	Customer services support have been reminded of the reasons for issuing a final notice and were requested to check system notices prior to advising customers in future.
9098	Complaint against staff	Upheld	Eric Bell	Customer was very disappointed with the unprofessional and unwelcome reception they received from the staff at the Access Point. The importance of behaving professionally towards members of the public was reinforced to access staff.

**Complaints Monitoring Report  
Development Services**

**Quarter 4 2016/17 - January to March 2017**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Total number of complaints received	15	5	12	3	9
Total number of complaints closed	15	7	10	5	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.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	6	40%	3	43%	7	70%	1	20%	3	33%
Number of complaints closed - Investigative	9	60%	4	57%	3	30%	4	80%	6	67%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 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	0	0%	0	0%	1	14%	0	0%	0	0%
Number of Frontline complaints not upheld	6	100%	3	100%	6	86%	1	100%	3	100%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	33%	1	25%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	1	33%	0	0%	1	17%
Number of Investigative complaints not upheld	9	100%	4	100%	1	33%	3	75%	5	83%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 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

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Average time in working days for a full response - Frontline	5.8	3.5	2.7	5	4.7
Average time in working days for a full response - Investigative	13	27.7	13	22.3	14.8
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

<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>MEETING TARGET TIMESCALES</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	67%	3	100%	7	100%	1	100%	1	33%
Number of complaints closed within 20 working days - Investigative	8	89%	2	50%	3	100%	2	50%	6	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<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>EXTENSIONS</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 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%	2	50%	0	0%

<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>				
<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8905	Investigation Stage Process/Procedure	Part upheld	Community Safety Officer	Reinforcement– issue with neighbours requiring further reinforcement

**Complaints Monitoring Report**  
**Direct Services**

**Quarter 4 2016/17 - January 2017 to March 2017**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Total number of complaints received	58	59	55	32	30
Total number of complaints closed	52	56	56	33	31
<p>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.</p>					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	50	96%	54	96%	54	96%	32	97%	30	97%
Number of complaints closed - Investigative	1	2%	1	2%	0	0%	0	0%	0	0%
Number of complaints closed - Escalated	1	2%	1	2%	2	4%	1	3%	1	3%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
<b>FRONTLINE</b>										
Number of Frontline complaints upheld	14	28%	19	35%	24	44%	9	28%	9	30%
Number of Frontline complaints partially upheld	2	4%	11	20%	1	2%	3	9%	0	0%
Number of Frontline complaints not upheld	34	68%	24	44%	29	54%	20	63%	21	70%

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



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

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Average time in working days for a full response - Frontline	2.5	4.1	3.2	3.7	2.8
Average time in working days for a full response - Investigative	21	18	N/A	N/A	N/A
Average time in working days for a full response - Escalated	7	17	21.5	6	12
<p>Two frontline complaints had late responses:-            ID 8930 was one day late. The delay was because the draft received from Area Engineer needed to be modified by the Roads Maintenance Manager before sending.            ID 8980 was one day late. There was a delay in passing the complaint to the correct section.</p>					

<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>MEETING TARGET TIMESCALES</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	48	96%	52	96%	51	94%	30	94%	28	93%
Number of complaints closed within 20 working days - Investigative	0	0%	1	100%	0	N/A	0	N/A	0	N/A
Number of complaints closed within 20 working days - Escalated	1	100%	1	100%	1	50%	1	100%	1	100%

<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>EXTENSIONS</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	2%	0	0%	1	2%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	1	50%	0	0%	0	0%

<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>				
<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8921	Household Collections	Upheld	Waste Monitoring Assistant	Redress – An apology was given and the bin was serviced.
8969	Lairs	Upheld	Assistant Lands & Parks Officer	Redress - An apology was given and the customer was assured that work at the cemetery would be completed quickly.
8970	Household Collections	Upheld	Waste Monitoring Assistant	Redress – An apology was given and the bin was serviced.
8964	Household Collections	Upheld	Waste Monitoring Assistant	Redress – An apology was given and the bin was serviced.
8993	Household Collections	Upheld	Waste Monitoring Assistant	Redress – An apology was given and the bin was serviced.
9004	Household Collections	Upheld	Recycling Assistant	Redress – An apology was given and the bin was serviced.
9064	Complaint against staff	Upheld	Cleansing Officer	Redress – The waste collection teams were told that they were not to use this private road and that collections were to be from the road-end in future. The road verge was repaired.
9102	Complaint against staff	Upheld	Waste Management Officer	Redress – This anonymous complaint was referred to a senior officer and is currently being investigated.
9119	Process/Procedure	Upheld	Admin Officer	Redress – An administrative error meant that bins were not delivered within the ten working day timescale. The customer received an apology and the bins were delivered on the day the complaint was received.

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

**Quarter 4 2016/17 – January to March 2017**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2015/16	Q1 2015/16	Q2 2016/17	Q3 2016/17	Q4 2016/17
Total number of complaints received	10	8	8	5	9
Total number of complaints closed	7	4	6	7	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.					

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

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

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2015/16		Q1 2015/16		Q2 2016/17		Q3 2016/17		Q4 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	Q4 2015/16	Q1 2015/16	Q2 2016/17	Q3 2016/17	Q4 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	42	17	23	42	20
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

<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>MEETING TARGET TIMESCALES</b>	Q4 2015/16		Q1 2015/16		Q2 2016/17		Q3 2016/17		Q4 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	1	14%	1	25%	2	33%	2	29%	2	33%
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

<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>EXTENSIONS</b>	Q4 2015/16		Q1 2015/16		Q2 2016/17		Q3 2016/17		Q4 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	2	29%	2	50%	1	17%	3	43%	1	17%

<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>				
<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8933	Other	Upheld	Head of Service	Complainant to be reimbursed the sum of money for the loss of presents.
8994	Other	Part-upheld	Head of Service	Apologies given that the standard of Social Work response in this instance was not appropriate. Measures will be taken prevent such a situation occurring in the future.
9053	Complaint against staff	Upheld	Head of Service	Offer of additional supports, signpost complainant towards or access on his behalf, Leaflet from future Pathways also provided in addition face to face meeting held.

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

**Quarter 4 2016/17 – January to March 2017**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Total number of complaints received	9	12	7	8	13
Total number of complaints closed	8	7	10	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.

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	38%	1	14%	2	20%	3	30%	6	60%
Number of complaints closed - Investigative	5	62%	6	86%	8	80%	7	70%	4	40%
Number of complaints closed - Escalated	0	-	0	-	0	0%	0	-	0	-

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	100%	0	0%	1	33%	3	50%
Number of Frontline complaints partially upheld	1	33%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	2	67%	0	0%	2	100%	2	67%	3	50%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	1	14%	1	25%
Number of Investigative complaints partially upheld	4	80%	3	50%	3	38%	3	43%	1	25%
Number of Investigative complaints not upheld	1	20%	3	50%	5	62%	3	43%	2	50%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 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

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Average time in working days for a full response - Frontline	5	2	2	17	3
Average time in working days for a full response - Investigative	15	14	33	25	20
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A



<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>MEETING TARGET TIMESCALES</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	67%	1	100%	2	100%	1	33%	6	100%
Number of complaints closed within 20 working days - Investigative	5	100%	5	83%	2	25%	4	57%	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

<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>EXTENSIONS</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	N/A	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	1	17%	6	75%	3	43%	2	50%

<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>				
<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8948	Process / Procedure	Upheld	Head of Lifelong Learning, Culture and Sport	Apology given to complainant, handling of difficult customers / behavioural issues scheduled in the next staff training programme.
9096	Complaint Against Staff	Upheld	Educational Resources Manager	Apology given for initial delay in processing disability card renewal, procedures for processing renewals revised to take into account of statutory holiday periods.

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8884	Complaint Against Staff	Part Upheld	Quality Improvement Officer	Acknowledgement given for inappropriate remarks made by school staff member, regular communication with staff on pupils progress now in place and procedures in place for smooth transition of pupil back to school.
8965	Process / Procedure	Upheld	Head of Instrumental Service	Apology given for incorrect invoicing and any stress caused to complainant, fees for year waived.
9077	Complaint Against Staff	Upheld	Quality Improvement Officer	Apology given to complainant and review of media sharing procedures undertaken by school to ensure no repeat of incident.

**Complaints Monitoring Report  
Housing and Property Services**

**Quarter 4 2016/17 - January to March 2017**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Total number of complaints received	51	23	38	32	45
Total number of complaints closed	49	26	38	34	40
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.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	37	76%	16	62%	21	55%	21	62%	29	73%
Number of complaints closed - Investigative	12	24%	10	38%	17	45%	13	38%	11	28%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	22	59%	7	44%	12	57%	10	48%	17	59%
Number of Frontline complaints partially upheld	2	5%	0	0%	0	0%	1	5%	3	10%
Number of Frontline complaints not upheld	13	35%	9	56%	9	43%	10	48%	9	31%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	3	25%	0	0%	5	29%	3	23%	4	36%
Number of Investigative complaints partially upheld	1	8%	2	20%	2	12%	3	23%	0	0%
Number of Investigative complaints not upheld	8	67%	8	80%	10	59%	7	54%	7	64%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 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	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Average time in working days for a full response - Frontline	4	3.4	2.9	4.1	3.4
Average time in working days for a full response - Investigative	18.8	18.4	15.3	16.9	14.9
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

<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>MEETING TARGET TIMESCALES</b>		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 2016/17	
		number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline		33	89%	15	94%	21	100%	19	90%	29	100%
Number of complaints closed within 20 working days - Investigative		9	75%	7	70%	15	88%	11	85%	10	91%
Number of complaints closed within 20 working days - Escalated		0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

<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>EXTENSIONS</b>		Q4 2015/16		Q1 2016/17		Q2 2016/17		Q3 2016/17		Q4 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%	1	6%	0	0%	0	0%

<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>				
<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8940	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Business Manager	Redress - A new appointment will be scheduled. This was an admin error and the staff involved have been made aware. Tenant is satisfied with the explanation and outcome.
8950	Frontline Resolution Complaint Against Staff	Upheld	Building Services Voids and Repairs	Reinforcement - Apology given and member of staff reminded of the levels of customer care expected

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8951	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Business Manager	Redress – Tenant assured that system was safe and is now satisfied but the process is to be improved including a toolbox talk to clarify the process and provision of information to tenants
8952	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Heating & Electrical Manager	Redress – Boiler to be replaced
8961	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Voids and Repairs Manager	Redress – Gutters were replaced
8968	Frontline Resolution Complaint Against Staff	Upheld	Building Services Business Manager	Reinforcement - Teams/drivers have been reminded not to park across dropped kerbs
8971	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Heating & Electrical Manager /Business Manager	Redress - The part has been fitted though further issues with the boiler require additional attention

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
8978	Frontline Resolution Repairs/Capital/Planned Maintenance	Part upheld	Building Services Contracts Manager	Redress – Door to be replaced and apology for oversight and delay was made.
8979	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Asset Manager	Redress - Apology given and works arranged
8981	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Business Manager	Redress – This behaviour will not be repeated and the staff member has been instructed to remove all waste from sites in future
8999	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Business Manager	Redress – Gutters have now been cleaned
9006	Frontline Resolution Repairs/Capital/Planned Maintenance	Part upheld	Building Services Business Manager	Redress – Roof space has now been insulated
9059	Frontline Resolution Repairs/Capital/Planned Maintenance	Part upheld	Building Services Heating & Electrical Manager	Reinforcement – Apology made to the tenant and staff member reminded to be respectful when giving tenants health and safety advice
9086	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Asset Manager	Redress - Apology given for the delay and arrangements are being made for a survey to be carried out by a contractor

<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
9111	Frontline Resolution Other	Upheld	Building Services Heating & Electrical Manager	Reinforcement – Apology given for the service received
9112	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Heating & Electrical Manager	Reinforcement - New vent has been fitted and the heating system is now operational. Staff advised not to worry tenants unnecessarily.
9113	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Business Manager	Redress – Arrangements made for the carpet to be cleaned and staff member reminded to put down floor covering to avoid a re-occurrence
9117	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Business Manager	Redress – Apology given and repairs to fence have been made
9121	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Business Manager	Reinforcement – Apology given to the tenant and staff member given a warning regarding their conduct



<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
9132	Frontline Resolution Repairs/Capital/Planned Maintenance	Upheld	Building Services Business Manager /Heating & Electrical Manager	Redress – Boiler is now repaired and the tenant has been given advice on the heating upgrades
8887	Investigation Stage Repairs/Capital/Planned Maintenance	Upheld	Building Services Heating & Electrical Manager	Redress - New boiler fitted in the property.
8925	Investigation Stage Complaint Against Staff	Upheld	Building Services Asset Manager	Reinforcement - Apology given and member of staff reminded of the levels of customer care expected.
8926	Investigation Stage Repairs/Capital/Planned Maintenance	Upheld	Head of Service	Redress - Apology given
8988	Investigation Stage Other	Upheld	Housing Needs Head of Service	Reinforcement - Apology given and staff to be reminded of the correct procedures