

**Complaints Monitoring Report
Corporate Services**

Quarter 2 2017/18 - July to September 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Total number of complaints received	6	2	5	7	7
Total number of complaints closed	9	2	5	5	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	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	7	78%	1	50%	4	80%	3	60%	3	43%
Number of complaints closed - Investigative	1	11%	1	50%	1	20%	2	40%	4	57%
Number of complaints closed - Escalated	1	11%	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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	4	57%	1	100%	1	25%	2	67%	2	67%
Number of Frontline complaints partially upheld	1	14%	0	0%	1	25%	0	0%	0	0%
Number of Frontline complaints not upheld	2	29%	0	0%	2	50%	1	33%	1	33%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	100%	0	0%	0	0%	0	0%	1	25%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	1	50%	2	50%
Number of Investigative complaints not upheld	0	0%	1	100%	1	100%	1	50%	1	25%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	100%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	0%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	0%	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 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Average time in working days for a full response - Frontline	3.1	4	3.5	3	7.3
Average time in working days for a full response - Investigative	20	15	22	21.5	12.5
Average time in working days for a full response - Escalated	1	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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	7	100%	1	100%	4	100%	3	100%	1	33%
Number of complaints closed within 20 working days - Investigative	1	100%	1	100%	0	0%	1	50%	3	75%
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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	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
101001534351	Process/Procedure	Partially Upheld	Revenues	Customer complained that she had submitted form way back in March and now it was June and nothing had progressed. There is a backlog with processing applications, form was processed that day and customer contacted to advise action had been taken
101001579109	Process/Procedure	Upheld	Payments	There had been an overlap in the information being received to the reminder letter being issued. Information to be passed on as soon as possible to avoid overlaps.

101001594567	Council Tax	Upheld	Revenues	Details not provided
101001596143	Council Tax	Upheld	Revenues	Details not provided
101001611079	Complaint Against Staff	Partially Upheld	Human Resources	The driver was parked in a disabled parking space although they were not aware of this at the time. Information from complaint regarding the photos is not entirely accurate of the account. Staff member now aware that this space is a disabled parking space and will not park there in future.

**Complaints Monitoring Report
Development Services**

Quarter 2 2017/18 - July to September 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Total number of complaints received	12	3	9	5	5
Total number of complaints closed	10	5	9	4	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	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	7	70%	1	20%	3	33%	2	50%	3	60%
Number of complaints closed - Investigative	3	30%	4	80%	6	67%	2	50%	2	40%
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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	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	14%	0	0%	0	0%	0	0%	1	33%
Number of Frontline complaints not upheld	6	86%	1	100%	3	100%	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	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	1	25%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	1	33%	0	0%	1	17%	0	0%	0	0%
Number of Investigative complaints not upheld	1	33%	3	75%	5	83%	2	100%	2	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	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 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Average time in working days for a full response - Frontline	2.7	5	4.7	4	2.3
Average time in working days for a full response - Investigative	13	22.3	14.8	19	14
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	7	100%	1	100%	1	33%	2	100%	3	100%
Number of complaints closed within 20 working days - Investigative	3	100%	2	50%	6	100%	2	100%	2	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

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	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%	2	50%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001615762	Other	Partially Upheld	Head of Service	Redress - In the future Head of Service will confirm who will be attending any meetings in advance so that all attendees are aware.

**Complaints Monitoring Report
Direct Services**

Quarter 2 2017/18 - July to September 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Total number of complaints received	55	32	30	34	39
Total number of complaints closed	56	33	31	30	38
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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	54	96%	32	97%	30	97%	29	97%	27	71%
Number of complaints closed - Investigative	0	0%	0	0%	0	0%	1	3%	8	21%
Number of complaints closed - Escalated	2	4%	1	3%	1	3%	0	0%	3	8%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	24	44%	9	28%	9	30%	13	45%	11	41%
Number of Frontline complaints partially upheld	1	2%	3	9%	0	0%	0	0%	2	7%
Number of Frontline complaints not upheld	29	54%	20	63%	21	70%	16	55%	14	52%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	0	N/A	0	N/A	0	0%	0	0%
Number of Investigative complaints partially upheld	0	N/A	0	N/A	0	N/A	0	0%	1	13%
Number of Investigative complaints not upheld	0	N/A	0	N/A	0	N/A	1	100%	7	88%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	N/A	2	67%
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	N/A	0	0%
Number of Escalated complaints not upheld	2	100%	1	100%	1	100%	0	N/A	1	33%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Average time in working days for a full response - Frontline	3.2	3.7	2.8	3.3	2.6
Average time in working days for a full response - Investigative	N/A	N/A	N/A	18	12.4
Average time in working days for a full response - Escalated	21.5	6	12	N/A	41

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
MEETING TARGET TIMESCALES										
Number of complaints closed within 5 working days - Frontline	51	94%	30	94%	28	93%	28	97%	27	100%
Number of complaints closed within 20 working days - Investigative	0	N/A	0	N/A	0	N/A	1	100%	8	100%
Number of complaints closed within 20 working days - Escalated	1	50%	1	100%	1	100%	0	N/A	1	33%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
EXTENSIONS										
Number of complaints with an extension – Frontline	1	2%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	1	50%	0	0%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001551959	Process/Procedure	Upheld	Recycling Assistant	Redress: The crew were reminded of the importance of emptying all bins.
101001567066	Complaint Against Staff	Upheld	Assistant Resources Officer	Redress: The member of staff was told to be considerate when parking
101001569073	Complaint Against Staff	Upheld	Assistant Lands & Parks Officer	Redress: The member of staff was told that his conduct was unacceptable
101001569670	Complaint Against Staff	Upheld	Cleansing Officer	Redress: The member of staff has been spoken to and an apology was given to the complainant.
101001578815	Household Collections	Upheld	Recycling Assistant	Redress: The crew were reminded to double check all bins and report back to the monitoring staff if there are any issues.
101001582017	Process/Procedure	Upheld	Recycling Assistant	Redress: The crew were reminded of the importance of not missing bins.
101001590966	Complaint Against Staff	Upheld	Area Engineer West	Reinforcement: The member of staff was spoken to.
101001594292	Household Collections	Upheld	Cleansing Officer	Redress: The crew were reminded that they must put the bins back for safety reasons and in such a way so as not to obstruct driveways.
101001606345	Process/Procedure	Partially Upheld	Monitoring/Acting Disposal Officer	Redress: Letters to customers following spot audits of bins are to be rewritten using a less harsh tone.
101001616362	Household Collections	Upheld	Recycling Assistant	Redress: The customer received an apology. The crew were reminded that they should double check all bins and report back to the monitoring staff if there are any issues.
101001616504	Other	Partially Upheld	Recycling Assistant	Revision: Arrangements have been made for the path to be swept
101001619925	Household Collections	Upheld	Recycling Assistant	Redress: The crew were reminded that they should double check all bins and report back to the monitoring staff if there are any issues.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001525920	Process/Procedure	Upheld	Recycling Assistant	Redress: A works order reminding crews of the importance of putting bins back to their original placing has been sent to operations.
101001571961	Other	Partially Upheld	PPR and Communication Officer	Revision: After consultation the path will be re-designated through the new 2018 Core Path Process.
101001584773	Complaint Against Staff	Upheld	Monitoring/Acting Disposal Officer	Redress: The customer received an apology and the member of staff was reminded of customer handling procedures

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

Quarter 2 2017/18 – July-September 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Total number of complaints received	8	5	9	5	5
Total number of complaints closed	6	7	6	6	1
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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	-	0	-	0	-	2	33%	1	100%
Number of complaints closed - Investigative	6	100%	7	100%	6	100%	2	33%	0	-
Number of complaints closed - Escalated	0	-	0	-	0	-	2	33%	0	-

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	N/A	0	0%	0	0%
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	N/A	0	0%	0	0%

Number of Frontline complaints not upheld	0	N/A	0	N/A	0	N/A	2	100%	1	100%
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Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	3	50%	3	43%	2	33%	0	0%	0	-
Number of Investigative complaints partially upheld	1	17%	1	14%	1	17%	1	50%	0	-
Number of Investigative complaints not upheld	2	33%	3	43%	3	50%	1	50%	0	-

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	1	50%	0	-
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	1	50%	0	-
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	0%	0	-

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Average time in working days for a full response - Frontline	N/A	N/A	N/A	1	1
Average time in working days for a full response - Investigative	23	42	20	31	N/A
Average time in working days for a full response - Escalated	N/A	N/A	N/A	40	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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	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	2	100%	1	100%
Number of complaints closed within 20 working days - Investigative	2	33%	2	29%	2	33%	0	0%	N/A	-
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	0	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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	1	17%	3	43%	1	17%	3	75%	0	0%

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

Quarter 1 2017/18 – July to September 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Total number of complaints received	7	8	13	11	4
Total number of complaints closed	10	10	10	15	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	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	2	20%	3	30%	6	60%	2	13%	0	-
Number of complaints closed - Investigative	8	80%	7	70%	4	40%	13	87%	7	100%
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	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	33%	3	50%	0	0%	N/A	-
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	N/A	-
Number of Frontline complaints not upheld	2	100%	2	67%	3	50%	2	100%	N/A	-

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	14%	1	25%	2	15%	0	0%
Number of Investigative complaints partially upheld	3	38%	3	43%	1	25%	5	38%	2	29%
Number of Investigative complaints not upheld	5	62%	3	43%	2	50%	6	46%	5	71%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-
Number of Escalated complaints partially upheld	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-
Number of Escalated complaints not upheld	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Average time in working days for a full response - Frontline	2	17	3	1	N/A
Average time in working days for a full response - Investigative	33	25	20	30	29
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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	100%	1	33%	6	100%	2	100%	N/A	-
Number of complaints closed within 20 working days - Investigative	2	25%	4	57%	1	25%	4	31%	3	43
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	-

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	6	75%	3	43%	2	50%	4	31%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001529941	Against Staff	Part upheld	Quality Improvement Officer	Any changes to pupil's timetable will be discussed with parent and pupil.
101001540157	Process / Procedures	Part upheld	Quality Improvement Officer	Recommend that school records QIO requests, made by parents for their children's education, so that these can be added to future IEPs.

**Complaints Monitoring Report
Housing and Property Services**

Quarter 2 2017/18 - July to September 2017

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Total number of complaints received	38	32	45	35	32
Total number of complaints closed	38	34	40	29	35
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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	21	55%	21	62%	29	73%	15	52%	21	60%
Number of complaints closed - Investigative	17	45%	13	38%	11	28%	14	48%	14	40%
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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	12	57%	10	48%	17	59%	3	20%	7	33%
Number of Frontline complaints partially upheld	0	0%	1	5%	3	10%	5	33%	3	14%

Number of Frontline complaints not upheld	9	43%	10	48%	9	31%	7	47%	11	52%
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Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	5	29%	3	23%	4	36%	3	21%	3	21%
Number of Investigative complaints partially upheld	2	12%	3	23%	0	0%	4	29%	3	21%
Number of Investigative complaints not upheld	10	59%	7	54%	7	64%	7	50%	8	57%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	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 2016/17	Q3 2016/17	Q4 2016/17	Q1 2017/18	Q2 2017/18
Average time in working days for a full response - Frontline	2.9	4.1	3.4	7.1	9.7
Average time in working days for a full response - Investigative	15.3	16.9	14.9	18.3	18.4
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q2 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	21	100%	19	90%	29	100%	9	60%	11	52%
Number of complaints closed within 20 working days - Investigative	15	88%	11	85%	10	91%	8	57%	8	57%
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 2016/17		Q3 2016/17		Q4 2016/17		Q1 2017/18		Q2 2017/18	
	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	1	6%	0	0%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001527100	Frontline - Other	Partially Upheld	Home Improvements Services Manager	Redress - Apology given to the complainant. The wording of the letter will also be reviewed.
101001541463	Frontline - Repairs/Capital/Planned maintenance	Upheld	Asset Manager	Redress - Apology given for the time taken to get the repair carried out. Order now placed for the works to be carried out.
101001545856	Frontline - Complaint Against Staff	Partially Upheld	Housing Needs Officer	Reinforcement - Apology given. Officer directed to wait a little longer after knocking to give them a chance to get to the door, before trying

				it.
101001555648	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress - Apology given for the mix up and explanation given on how the jobs are allocated
101001556747	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Heating & Electrical Manager	Redress - A plumber should have been sent with the joiners to complete the works in one go. However job was still completed within target
101001577274	Frontline - Complaint Against Staff	Upheld	Plumbing and Heating Supervisor	Redress/Reinforcement - Apologised to client for poor service received. Awaiting letter from Transco as to what their gas engineer found when he attended to decide on the level of action to be taken
101001587213	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress - Gutter repairs not up to scratch - Slater was sent to repair job and client is now happy
101001596451	Frontline - Repairs/Capital/Planned maintenance	Upheld	Asset Manager	Redress - Tenant has further signs of cracks and mould in walls after works were completed. - DLO to attend again to rectify
101001597696	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reimbursement / Redress - TV Aerial installation company to attend to repair/replace cable. DLO will pay
101001603294	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress - Attended wrong address and never returned. - Repair to be completed
101001518499	Investigative - Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Redress - Apology given for poor service. Building Services Manager to reflect on the issues raised and to consider what measures to put in place to prevent this from recurring
101001529986	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	Housing Services Manager	Reinforcement - Apology given for giving out conflicting information
101001552995	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	Asset Manager	Reinforcement - Apology given for the letter being sent to the wrong address - More care to be taken to check details
101001557552	Investigative - Other	Partially Upheld	Head of Housing and Property Services	Redress - Ongoing concerns with neighbours Meeting to be arranged with housing service manager
101001579329	Investigative - Allocations	Upheld	Housing Needs Officer	Redress - Client offered another property and happy with this solution
101001581018	Investigative - Repairs/Capital/Planned	Upheld	Asset Manager	Redress - Repairs carried out on pipework and floorboards

	maintenance			
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