

**Complaints Monitoring Report
Chief Executive's Office**

Quarter 4 2017/18 - January to March 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Total number of complaints received	0	0	0	1	1
Total number of complaints closed	0	0	0	1	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	N/A	N/A	N/A	N/A	N/A	N/A	1	100%	0	0%
Number of complaints closed - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	1	100%
Number of complaints closed - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Frontline complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	1	100%	N/A	N/A
Number of Frontline complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A

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

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
ESCALATED										
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	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	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	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	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Average time in working days for a full response - Frontline	N/A	N/A	N/A	3	N/A
Average time in working days for a full response - Investigative	N/A	N/A	N/A	N/A	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 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	1	100%	N/A	N/A
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 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	N/A	N/A	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
N/A				

**Complaints Monitoring Report
Corporate Services**

Quarter 4 2017/18 - January to March 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Total number of complaints received	5	7	7	10	11
Total number of complaints closed	5	5	7	10	9
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
NUMBER AND PERCENTAGE CLOSED										
Number of complaints closed - Frontline	4	80%	3	60%	3	43%	9	90%	7	78%
Number of complaints closed - Investigative	1	20%	2	40%	4	57%	1	10%	2	22%
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										
	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
FRONTLINE										
Number of Frontline complaints upheld	1	25%	2	67%	2	67%	6	67%	3	43%
Number of Frontline complaints partially upheld	1	25%	0	0%	0	0%	1	11%	1	14%
Number of Frontline complaints not upheld	2	50%	1	33%	1	33%	2	22%	3	43%

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

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	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	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	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	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Average time in working days for a full response - Frontline	3.5	3	7.3	4.2	8.7
Average time in working days for a full response - Investigative	22	21.5	12.5	19	20.5
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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	100%	3	100%	1	33%	7	78%	5	71%
Number of complaints closed within 20 working days - Investigative	0	0%	1	50%	3	75%	1	100%	1	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 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
101001723206	Council Tax	Upheld	Gillian Fraser	Council tax account not adjusted to show it had been fully paid led to case being handed over erroneously to Scott and Co for recovery, and complainant advised to resolve matter with Scott and Co themselves. The error is being investigated.
101001729618	Council Tax	Partially Upheld	Gillian Fraser	There was confusion as to who owned the properties as both people have the same name. The Council Tax system has been amended so that it is clear which account is for each person and addresses for each property amended accordingly on each record. 10% costs levied on account has been cancelled and the complainant has been given the choice of carrying the credit balance forward to next year or having it refunded
101001731555	Process/Procedure	Upheld	Allan Birnie	Customer had tried making a payment using the automated payment line. However, the customer had not been made aware that the number had changed, and did not use a computer, so was unaware that the change of telephone number had been advertised on the internet. No re-direction service was implemented when the new automated phone line was introduced in November. The phone line has been operational since then and although no press advertising was undertaken (internet only) and no re-direction service was implemented for a period of time after implementation this is the only complaint that has been received. Therefore there no further action considered necessary.
101001744894	Process/Procedure	Upheld	Gillian Fraser	Complainant had received a bill from Scott and Co in error. Investigating officer agreed that the tax account should not have been passed to Sheriff Officers.
101001737014	Process/Procedure	Upheld	John Black	Head of Service reviewing process/procedure

**Complaints Monitoring Report
Development Services**

Quarter 4 2017/18 - January to March 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Total number of complaints received	9	5	5	8	4
Total number of complaints closed	9	4	5	9	4
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	33%	2	50%	3	60%	2	22%	0	0%
Number of complaints closed - Investigative	6	67%	2	50%	2	40%	7	78%	4	100%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	0	0%	0	N/A
Number of Frontline complaints partially upheld	0	0%	0	0%	1	33%	1	50%	0	N/A
Number of Frontline complaints not upheld	3	100%	2	100%	2	67%	1	50%	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 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	1	17%	0	0%	0	0%	0	0%	2	50%
Number of Investigative complaints not upheld	5	83%	2	100%	2	100%	7	100%	2	50%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 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	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Average time in working days for a full response - Frontline	4.7	4.0	2.3	11.0	N/A
Average time in working days for a full response - Investigative	14.8	19.0	14.0	30.4	13.8
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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	33%	2	100%	3	100%	1	50%	N/A	N/A

Number of complaints closed within 20 working days - Investigative	6	100%	2	100%	2	100%	3	43%	3	75%
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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	1	25%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001724215	Investigative - Process/Procedure	Partly Upheld	Manager Development Management	Reinforcement - Apology made for the planning officer not responding to client. It was explained there is no requirement to notify an applicant of the recommendation before decision. Manager Development Management has reinforced procedures to ensure that emails are responded to within in an appropriate time.
101001735288	Investigative - Other	Partly Upheld	Principal Planning Officer	Redress - On the acknowledged basis that a sought after 'green corridor' had not been maintained within the site currently being developed. It was not however considered expedient to take enforcement action to have a green corridor reintroduced in the location requested by the complainant. However, the forthcoming second phase of development at this locality has within its provisional masterplan a proposed wildlife corridor, which should in time serve to provide habitat linkages sought by the original Moray Local Plan 2008 designation.

**Complaints Monitoring Report
Direct Services**

Quarter 4 2017/18 - January to March 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Total number of complaints received	30	34	39	57	69
Total number of complaints closed	31	30	38	56	69
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										
	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
NUMBER AND PERCENTAGE CLOSED										
Number of complaints closed - Frontline	30	97%	29	97%	27	71%	47	84%	61	88%
Number of complaints closed - Investigative	0	0%	1	3%	8	21%	9	16%	8	12%
Number of complaints closed - Escalated	1	3%	0	0%	3	8%	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	9	30%	13	45%	11	41%	9	19%	16	26%
Number of Frontline complaints partially upheld	0	0%	0	0%	2	7%	3	6%	5	8%
Number of Frontline complaints not upheld	21	70%	16	55%	14	52%	35	74%	40	66%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
INVESTIGATIVE										
Number of Investigative complaints upheld	0	N/A	0	0%	0	0%	0	0%	1	13%
Number of Investigative complaints partially upheld	0	N/A	0	0%	1	13%	0	0%	0	0%
Number of Investigative complaints not upheld	0	N/A	1	100%	7	88%	9	100%	7	88%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Average time in working days for a full response - Frontline	2.8	3.3	2.6	3.9	4.3
Average time in working days for a full response - Investigative	N/A	18	12.4	23.4	12.4
Average time in working days for a full response - Escalated	12	N/A	41	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 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	28	93%	28	97%	27	100%	38	81%	47	77%
Number of complaints closed within 20 working days - Investigative	0	N/A	1	100%	8	100%	6	67%	7	88%
Number of complaints closed within 20 working days - Escalated	1	100%	0	N/A	1	33%	0	N/A	0	N/A
<p>ID 101001680588 was 10 days late because the complainant was asked for information which was not given.</p> <p>ID 101001749319 was 9 days late because of an oversight by a member of staff</p> <p>ID 101001694127 was 7 days late because a member of staff was absent and there was some difficulty in contacting the complainant.</p> <p>ID 101001732564 was 6 days late It was delayed due to waiting for his next bin collection date. This should have been considered at stage two when it would not have been late.</p> <p>ID 101001726085 was 6 days late because it was logged against the wrong department initially.</p> <p>ID 101001738882 was 4 days late because officers were waiting for a response from the complainant.</p> <p>ID 101001744289 was 3 days late because of confusion over the complainant's email address</p> <p>ID 101001726729 was 2 days late due to an administrative error.</p> <p>ID 101001730067 was 2 days late due to an administrative error.</p> <p>ID 101001771472 was 2 days late due to staff annual leave.</p> <p>ID 101001696184 was 2 days late due to staff absence</p> <p>ID 101001715659 was 1 day late due to staff annual leave.</p> <p>ID 101001743319 was 1 day late due to an administrative error.</p>										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	1	2%
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
101001692939	Household Collections	Upheld	Recycling Assistant	Redress. In future when there are two crews working together more attention will be given to communication
101001693506	Household Collections	Upheld	Recycling Assistant	Reinforcement, Crews were reminded to be vigilant
101001694127	Household Collections	Partially Upheld	Recycling Assistant	Revision. Customers are to be kept better informed when there are changes to the collection times.
101001696184	Household Collections	Upheld	Recycling Assistant	Redress. The householder was advised that he could take his recyclates to the recycling centre or present excess at next collection date
101001697933	Household Collections	Upheld	Recycling Assistant	Redress. Crew members were reminded of special arrangements for some addresses
101001698354	Household Collections	Partially Upheld	Recycling Assistant	Redress. Crews were reminded to notify recycling assistants when they encounter problems with waste (such as frozen bins)
101001699043	Household Collections	Upheld	Recycling Assistant	Redress. The householder was advised that he could take his recyclates to the recycling centre or present excess at next collection date
101001714131	Other	Partially Upheld	Works Planning Engineer	Redress. apology given and staff reminded of customer care policy
101001716274	Household Collections	Upheld	Recycling Assistant	Redress. The customer was told that the crew were unaware of a missed bin and that the excess waste could be presented at next collection.
101001716384	Household Collections	Upheld	Recycling Assistant	Redress. The householder was advised that he could present excess at next collection date

101001716740	Household Collections	Upheld	Recycling Assistant	Redress. The householder was advised that he could take his recyclates to the recycling centre or present excess at next collection date. A ticket was raised to ensure collection.
101001719082	Household Collections	Upheld	Recycling Assistant	Redress. The householder was advised that he could present excess at next collection date
101001722888	Household Collections	Upheld	Recycling Assistant	Redress. The householder was advised that he could take his recyclates to the recycling centre or present excess at next collection date.
101001723077	Household Collections	Upheld	Monitoring Officer (Recycling)	Redress. The crew were reminded of the importance of checking all special collection tickets.
101001725744	Household Collections	Upheld	Recycling Assistant	Redress. The crews were reminded not to leave bins in the middle of driveways.
101001726085	Other	Partially Upheld	Customer Contact Manager	Redress. An apology was given. Communication with the Contact Centre is to be improved.
101001735334	Household Collections	Upheld	Recycling Assistant	Redress. The complainant was advised to change, or cover, the number on the bin. Crews were reminded to be vigilant.
101001738882	Household Collections	Upheld	Recycling Assistant	Redress. Crews were reminded to be vigilant.
101001744356	Household Collections	Upheld	Recycling Assistant	Reinforcement. Communication with the Contact Centre to be improved to minimise the probability of incorrect advice being given.
101001770207	Other	Upheld	Recycling Assistant	Redress. Crews reminded of duty
101001778710	Household Collections	Partially Upheld	Recycling Assistant	Redress. Crew instructions are to be updated by next collection date.
101001743173	Other	Upheld	Transportation Manager	Redress. The contractor was reminded of their obligations. A range of communication methods with customers is being considered.

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

Quarter 4 2017/18 – January – March 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Total number of complaints received	13	11	4	11	14
Total number of complaints closed	10	15	7	10	12
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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	6	60%	2	13%	0	-	4	40%	3	25%
Number of complaints closed - Investigative	4	40%	13	87%	7	100%	6	60%	9	75%
Number of complaints closed - Escalated	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	50%	0	0%	N/A	-	1	25%	2	67%
Number of Frontline complaints partially upheld	0	0%	0	0%	N/A	-	0	0%	0	0%
Number of Frontline complaints not upheld	3	50%	2	100%	N/A	-	3	75%	1	33%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	25%	2	15%	0	0%	1	16.7%	2	22%
Number of Investigative complaints partially upheld	1	25%	5	38%	2	29%	3	50%	1	11%
Number of Investigative complaints not upheld	2	50%	6	46%	5	71%	2	33.3%	6	67%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 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	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Average time in working days for a full response - Frontline	3	1	N/A	5	6
Average time in working days for a full response - Investigative	20	30	29	29	17
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	6	100%	2	100%	N/A	-	2	50%	2	67%
Number of complaints closed within 20 working days - Investigative	1	25%	4	31%	3	43	2	33.3%	7	78%
Number of complaints closed within 20 working days - Escalated	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 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	2	50%	4	31%	0	0%	1	16.7%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001697996	Other	Upheld	PPR and Communication Officer	Apology made for misspelling name.
101001757028	Incident out with school grounds	Upheld	Head Teacher, Elgin High	Warnings issued to pupils displaying anti-social behaviour and expectations of pupils regarding their behaviour have been reinforced.
101001713280	Process/ Procedure	Upheld	Head of Schools and Curriculum Development	More robust plans and communication channels to be put in place.
101001766474	Complaint against staff	Upheld	Head of Schools and Curriculum Development	Head Teacher has spoken with the class teacher concerned.
101001671678	Bullying	Partially upheld	Head of Schools and Curriculum Development	School to review process for contacting parents following incidents involving pupils to ensure timeous notification.

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

Quarter 4 2017/18 – January – March 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Total number of complaints received	9	5	5	9	11
Total number of complaints closed	6	6	1	5	6
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	-	2	33%	1	100%	0	-	0	-
Number of complaints closed - Investigative	6	100%	2	33%	0	-	5	100%	6	100%
Number of complaints closed - Escalated	0	-	2	33%	0	-	0	-	0	-

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

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	33%	0	0%	0	-	0	-	2	33%
Number of Investigative complaints partially upheld	1	17%	1	50%	0	-	4	80%	3	50%
Number of Investigative complaints not upheld	3	50%	1	50%	0	-	1	20%	1	17%

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

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The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Average time in working days for a full response - Frontline	N/A	1	1	N/A	N/A
Average time in working days for a full response - Investigative	20	31	N/A	49	17
Average time in working days for a full response - Escalated	N/A	40	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	2	100%	1	100%	N/A	N/A	N/A	N/A
Number of complaints closed within 20 working days - Investigative	2	33%	0	0%	N/A	-	1	20%	3	50%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	1	17%	3	50%	0	0%	2	40%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001681068	Other	Upheld	Strategy Manager	Check on web page viewable to ensure removed pages are no longer viewable. New draft guidance issued to staff in addition to memo sent by Corporate Director. Request made to IT to investigate.
101001693056	Complaint Against Staff	Upheld	Team Manager, Placement Services	Staff require to be mindful of their social media presence. Apology sent.
101001752541	Complaint Against Staff	Partially Upheld	Strategy Manager	Worker did not inform customer that information had been shared. Apology issued.

101001760697	Complaint Against Staff	Partially Upheld	Residential Child Care Manager	Complaints procedure information is now sited within quiet room so it can be looked at in private. ID badges to be carried at all times.
101001765205	Complaint Against Staff	Partially Upheld	Jean Massie, Team Manager	To meet with client and agree a plan how to contact client in case of emergencies.

**Complaints Monitoring Report
Housing and Property Services**

Quarter 4 2017/18 - January to March 2018

NB - Q1-3 have been reconciled in Q4 to take account of changes in the system and processes.

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Total number of complaints received	45	40	33	48	76
Total number of complaints closed	40	34	38	51	71

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	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	29	73%	15	44%	21	55%	38	75%	43	61%
Number of complaints closed - Investigative	11	28%	19	56%	17	45%	11	22%	26	37%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	2	4%	2	3%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	17	59%	3	20%	7	33%	6	16%	9	21%
Number of Frontline complaints partially upheld	3	10%	5	33%	3	14%	9	24%	2	5%
Number of Frontline complaints not upheld	9	31%	7	47%	11	52%	23	61%	32	74%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	4	36%	5	26%	4	24%	2	18%	4	15%
Number of Investigative complaints partially upheld	0	0%	4	21%	4	24%	3	27%	4	15%
Number of Investigative complaints not upheld	7	64%	10	53%	9	53%	11	100%	18	69%

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Average time in working days for a full response - Frontline	3.4	6.4	9.67	4.47	3.91
Average time in working days for a full response - Investigative	14.9	18.21	17.47	30.36	15.08
Average time in working days for a full response - Escalated	N/A	N/A	N/A	18	20

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 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	29	100%	10	67%	11	52%	28	74%	42	98%
Number of complaints closed within 20 working days - Investigative	10	91%	11	58%	10	59%	7	64%	26	100%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	1	50%	2	100%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2016/17		Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	1	2%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	3	23%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001695404	Frontline - Complaint Against Staff	Upheld	Colin Watson	Reinforcement - Apology given to complainant. Member of staff to visit complainant and apology has been given for tradesman's behaviour. A meeting will take place with tradesman.
101001699357	Frontline - Complaint Against Staff	Upheld	Tracey McKie	Redress - Driver was found to be at fault. Driver has been told not to park there in future and driver complaint form will be recorded on file.
101001720251	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Tracey McKie	Redress - Further repairs were carried out but on telephoning the tenant they were still unhappy. A supervisor visit was arranged and tenant was satisfied with this. Case has been followed up and a resolution has been acquired.

101001730454	Frontline - Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Redress - An error was made when making appointment. Apologised to tenant for inconvenience caused.
101001731958	Frontline - Repairs/Capital/Planned maintenance	Upheld	Colin Watson	Reinforcement, Reimbursement, Redress - An apology has been given to the tenant and a compensation payment will be made. Complaint discussed with engineer regarding process.
101001748285	Frontline - Complaint Against Staff	Upheld	Tracey McKie	Reinforcement, Redress - Manager called tenant to apologise for Workman's behaviour. Tenant is satisfied with outcome. Workman has been spoken to regarding his conduct.
101001748499	Frontline - Complaint Against Staff	Upheld	Tracey McKie	Reinforcement - Driver was identified and spoken to. Driver said they did not remember incident but would be more considerate to cyclists in future.
101001756598	Frontline - Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Revision, Reimbursement - Heating upgrade had defective fitting which resulted in leak. Fitting was changed 5/3/18 and painting work will be completed when plasterwork has dried. DLO admitted liability. Compensation of £150 paid to tenant. Procedure when installing heating upgrades will be double-checked by fitter.
101001758593	Frontline - Repairs/Capital/Planned maintenance	Upheld	Mike Rollo/John MacDonald	Reinforcement, Reimbursement - An offer of compensation was offered to the tenant who is happy with this. Checks to complainants of heating systems are to be performed more timeously.
101001761887	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Tracey McKie	Reinforcement - Worktop was not cut at tenant's request to be able to put in new cooker. This has now been scheduled and as a goodwill gesture, DLO will fit the cooker. More scrutiny required if works order not followed up.
101001773033	Frontline - Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Reinforcement, Reimbursement - We accept liability for wire that had been damaged. Compensation will be sent to the complainant. More care to be taken with wiring in flatted accommodation.
101001696606	Frontline - Repairs/Capital/Planned maintenance	Upheld	Brian Fraser	Revision - It was established that the Warden failed to follow written instructions in respect to the tenant's privacy and that an intrusion of the tenant's affairs took place with the Warden acting out-with the defined operational role. Steps are being taken to ensure this type of complaint will not be repeated.
101001697823	Investigative - Complaint Against Staff	Partially Upheld	Brian Fraser	Revision, Redress - Evidence found to support shared information about past employment was shared. Internal action is currently taking place to ensure this type of incident does not occur again.
101001698201	Investigative - Complaint Against Staff	Partially Upheld	Tracey McKie	Reinforcement, Redress - Communication with tenant could have been better. A letter of apology has been sent to the tenant from Building Services for poor quality of communication.

101001700799	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	John MacDonald	Reinforcement, Reimbursement, Redress - Garden debris should have been removed - complaint upheld. Gas Safety Check carried out and boiler issues fixed in January. Loss of earnings - complaint upheld - compensation offered. Joinery and smell from kitchen - Housing Projects Officer will make contact. Rent refund - property was not uninhabitable therefore no rent refund justified. Apology offered. Head of Service will meet with respective service managers to review complaint and identify improvements to be made.
101001711782	Investigative - Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Redress - Responses and communication should have been better in dealing with the repair. Communication within the service to be improved.
101001718086	Investigative - Repairs/Capital/Planned maintenance	Upheld	Mike Rollo/Tracey McKie	Revision, Reimbursement - Chimney should have been checked before tenants moved in - upheld. Without heating system for 6 weeks – upheld and received compensation. Council never got in touch with tenants to inform chimney liner would be fitted - upheld. Decorating materials offered to tenants or painter to complete work - tenants to inform if they accept this. Asset Manager and Building Services Manager have been informed and will look at internal processes to examine so standards can be improved.
101001739362	Investigative - Repairs/Capital/Planned maintenance	Upheld	John Macdonald/Tracey McKie	Redress - Level of service fell short - amount of time taken to complete repairs. Asset Manager will look closely at why delays in getting work completed and identify areas of improvement.
101001752881	Investigative - Other	Partially Upheld	Gordon McCluskey/Richard Anderson	Reinforcement, Redress - Given advice on waiting list position. No evidence found to support view that tenant was bullied or victimised - not upheld. Lack of acknowledgement to complaint - upheld - manager only contacted in December. To ensure acknowledgement is returned to complainant and to reopen previous complaint to ensure follow up.