

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

Quarter 2 2018/19 – July to September 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Total number of complaints received	0	1	1	0	0
Total number of complaints closed	0	1	1	0	0
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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	N/A	N/A	1	100%	0	0%	N/A	N/A	N/A	N/A
Number of complaints closed - Investigative	N/A	N/A	0	0%	1	100%	N/A	N/A	N/A	N/A
Number of complaints closed - Escalated	N/A	N/A	0	0%	0	0%	N/A	N/A	N/A	N/A

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Frontline complaints partially upheld	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Frontline complaints not upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	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	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Average time in working days for a full response - Frontline	N/A	3	N/A	N/A	N/A
Average time in working days for a full response - Investigative	N/A	N/A	3	N/A	N/A
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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	N/A	N/A
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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	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 2 2018/19 – July to September 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Total number of complaints received	7	10	11	15	9
Total number of complaints closed	7	10	9	15	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										
	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
NUMBER AND PERCENTAGE CLOSED										
Number of complaints closed - Frontline	3	60%	3	43%	9	90%	14	93%	7	78%
Number of complaints closed - Investigative	2	40%	4	57%	1	10%	1	7%	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										
FRONTLINE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	67%	2	67%	6	67%	7	50%	4	57%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	11%	2	14%	0	0%
Number of Frontline complaints not upheld	1	33%	1	33%	2	22%	5	36%	3	43%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	25%	0	0%	0	0%	1	50%
Number of Investigative complaints partially upheld	1	50%	2	50%	0	0%	1	100%	0	0%
Number of Investigative complaints not upheld	1	50%	1	25%	1	100%	0	0%	1	50%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	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	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
Average time in working days for a full response - Frontline	3		7.3		4.2		5.5		4.1	
Average time in working days for a full response - Investigative	21.5		12.5		19		7		13	
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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	100%	1	33%	7	78%	10	71%	5	71%
Number of complaints closed within 20 working days - Investigative	1	50%	3	75%	1	100%	1	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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	1	7%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001869779	Complaint Against Staff	Upheld	Sandy Livingston	Member of staff apologised that her manner gave cause for complaint and was unaware that she was causing offence. The member of staff is now aware of the importance of her attitude to members of the public and the need to maintain an acceptable manner.
101001897722	Registrar's Office	Upheld	Moira Patrick	When the complainant tried to register the death of their mother the computer system was down and the staff did not have the required forms to enable them to register the death manually. The Registrar's Office had not called the complainant prior to the appointment to advise them that the computer system was not available. The Senior Registrar has now revised the internal process in relation to manual registrations and a paper stock of the forms required will now be held within the office. Also in future when the office experiences any IT outage such as that experienced on 1 August, they will inform customers who have appointments booked in order to allow them to decide whether or not to make an alternative appointment.
101001930738	Benefits Office	Upheld	Norma Matheson	Benefits Manager identified two occasions where the Benefit process fell short of normal standards which would have contributed to the complainant's confusion and stress.
101001932261	Housing Benefit	Upheld	Jennifer Smith	The complainant contacted housing benefit who advised that the overpayment team would contact her direct by telephone and this has never happened. I upheld the complaint about the delay in a member of staff calling her back, which was simply due to workload. I fully explained all overpayments etc and the complainant now fully understands and accepts the decisions she has been issued with in connection with Housing Benefit and CTR.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001889657	Council Tax	Upheld	Gillian Fraser	Following concerns about the Council Tax Account the case was reconsidered and the 10% penalty that had been applied was cancelled. The complainant also received an apology for a failing to comment on a telephone conversation with a member of staff.

**Complaints Monitoring Report
Development Services**

Quarter 2 2018/19 - July to September 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Total number of complaints received	5	8	4	6	6
Total number of complaints closed	5	9	4	6	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	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	60%	2	22%	0	0%	3	50%	3	75%
Number of complaints closed - Investigative	2	40%	7	78%	4	100%	2	33%	1	25%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	1	17%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	N/A	0	0%	0	0%
Number of Frontline complaints partially upheld	1	33%	1	50%	0	N/A	0	0%	0	0%
Number of Frontline complaints not upheld	2	67%	1	50%	0	N/A	3	100%	3	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	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	0	0%	0	0%	2	50%	1	50%	0	0%
Number of Investigative complaints not upheld	2	100%	7	100%	2	50%	1	50%	1	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	1	100%	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Average time in working days for a full response - Frontline	2.3	11	N/A	2.3	6
Average time in working days for a full response - Investigative	14	30.4	13.8	13.5	18
Average time in working days for a full response - Escalated	N/A	N/A	N/A	20	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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%

Number of complaints closed within 5 working days - Frontline	3	100%	1	50%	N/A	N/A	3	100%	2	67%
Number of complaints closed within 20 working days - Investigative	2	100%	3	43%	3	75%	2	100%	1	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	1	100%	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	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	0%	0	0%	1	25%	0	0%	0	0%

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

**Complaints Monitoring Report
Development Services**

Quarter 2 2018/19 - July to September 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Total number of complaints received	39	57	69	56	63
Total number of complaints closed	38	56	69	54	60
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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	27	71%	47	84%	61	88%	50	93%	58	97%
Number of complaints closed - Investigative	8	21%	9	16%	8	12%	4	7%	0	0%
Number of complaints closed - Escalated	3	8%	0	0%	0	0%	0	0%	2	3%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	11	41%	9	19%	16	26%	22	44%	5	9%
Number of Frontline complaints partially upheld	2	7%	3	6%	5	8%	2	4%	0	0%
Number of Frontline complaints not upheld	14	52%	35	74%	40	66%	26	52%	53	91%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	13%	0	0%	0	N/A
Number of Investigative complaints partially upheld	1	13%	0	0%	0	0%	0	0%	0	N/A
Number of Investigative complaints not upheld	7	88%	9	100%	7	88%	4	100%	0	N/A

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	2	67%	0	N/A	0	N/A	0	N/A	0	0%
Number of Escalated complaints partially upheld	0	0%	0	N/A	0	N/A	0	N/A	0	0%
Number of Escalated complaints not upheld	1	33%	0	N/A	0	N/A	0	N/A	2	100%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Average time in working days for a full response - Frontline	2.6	3.9	4.3	3.2	4.7
Average time in working days for a full response - Investigative	12.4	23.4	12.4	44.3	N/A
Average time in working days for a full response - Escalated	41	N/A	N/A	N/A	22

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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	27	100%	38	81%	47	77%	45	90%	47	81%
Number of complaints closed within 20 working days - Investigative	8	100%	6	67%	7	88%	3	75%	N/A	N/A
Number of complaints closed within 20 working days - Escalated	1	33%	0	N/A	0	N/A	0	N/A	0	0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	2%	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
101001872290	Frontline - Household Collections	Upheld	Rachel Alban	Reinforcement & Revision - Customer says her bins were out the night before. Two different crews passed the house and neither emptied the bins. We are unable to determine if the bins were out or if we missed them. Advised we will uplift excess on next collection. Unable to determine if our fault or not. Advised crews that complaint will be used for future training and toolbox talks on being vigilant.
101001874185	Frontline - Household Collections	Upheld	Mike Neary	Reinforcement & Revision - Advised customer the reasons for closing earlier than stated on the signs. Advised that we will change the signs to reflect change in opening times/when we close.
101001876538	Frontline - Complaint Against Staff	Upheld	Duncan Brown	Reinforcement & Revision - Member of harbour staff stopped the lady in her car and advised her she was speeding. She is adamant that she was not. He told her that the speed limit was 5mph when it is 10mph. Member of staff did not identify themselves. Employee and all harbour staff reminded that they must identify themselves when speaking to members of the public. They have also been advised of the speed limit and where the signs are.
101001881409	Frontline - Other	Upheld	Paul Barron	Reinforcement & Revision - Driver was spoken to and thought he had left enough room for the cyclist. Now agrees that he had not. Driver given counselling on safe driving practice.
101001881628	Frontline - Other	Upheld	Ken Kennedy	Reinforcement & Revision - Mr Mountain's original call had been logged by the service but timescales (customer care policy) had not been adhered to. Hence a complaint was made. Officer was advised that the customer care policy needed to be followed. Apology to be given.

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

Quarter 2 2018/19 – July - September

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Total number of complaints received	4	11	14	9	12
Total number of complaints closed	7	10	12	10	11
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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	-	4	40%	3	25%	0	0%	5	45%
Number of complaints closed - Investigative	7	100%	6	60%	9	75%	10	100%	6	55%
Number of complaints closed - Escalated	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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	-	1	25%	2	67%	0	0%	2	40%
Number of Frontline complaints partially upheld	N/A	-	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	N/A	-	3	75%	1	33%	0	0%	3	60%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	16.7%	2	22%	1	10%	1	17%
Number of Investigative complaints partially upheld	2	29%	3	50%	1	11%	1	10%	2	33%
Number of Investigative complaints not upheld	5	71%	2	33.3%	6	67%	8	80%	3	50%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	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 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Average time in working days for a full response - Frontline	N/A	5	6	N/A	4
Average time in working days for a full response - Investigative	29	29	17	26	25
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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	-	2	50%	2	67%	N/A	-	5	100%
Number of complaints closed within 20 working days - Investigative	3	43	2	33.3%	7	78%	3	30%	2	33%
Number of complaints closed within 20 working days - Escalated	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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	1	20%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	16.7%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001867310	Process/Procedure	Upheld	Principal Librarian	Invoice to be credited, no charge to the customer.
101001931180	Complaint Against Staff	Upheld	Quality Improvement Officer (QIO)	QIO and HT apologised to parent. Teacher undertook to improve communication between class and home.
101001880301	Other	Upheld	Sports and Leisure Manager	Sports instructors to ensure all children leave by the same door. In the longer term investigate if emergency door release button can be installed.
101001878815	Complaint Against Staff	Partially Upheld	Quality Improvement Officer (QIO)	Staff to keep information in confidence.
101001912040	Process/Procedure	Partially Upheld	Quality Improvement Officer (QIO)	School to ensure communication to parent is given directly and timeously in future.

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

Quarter 2 2018/19 – July - September 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Total number of complaints received	5	9	11	7	12
Total number of complaints closed	1	5	6	12	10
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	100%	0	-	0	-	1	8.3%	1	10%
Number of complaints closed - Investigative	0	-	5	100%	6	100%	11	91.7%	9	90%
Number of complaints closed - Escalated	0	-	0	-	0	-	0	-	0	-

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	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%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	1	100%	0	0%	0	0%	1	100%	1	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	-	0	-	2	33%	2	18.2%	2	22.2%
Number of Investigative complaints partially upheld	0	-	4	80%	3	50%	5	45.5%	4	44.4%
Number of Investigative complaints not upheld	0	-	1	20%	1	17%	4	36.4%	3	33.3%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	-	0	-	0	-	0	-	0	-
Number of Escalated complaints partially upheld	0	-	0	-	0	-	0	-	0	-
Number of Escalated complaints not upheld	0	-	0	-	0	-	0	-	0	-

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Average time in working days for a full response - Frontline	1	N/A	N/A	4	5
Average time in working days for a full response - Investigative	N/A	49	17	45	27
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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
		number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline		1	100%	N/A	N/A	N/A	N/A	1	100%	1	100%
Number of complaints closed within 20 working days - Investigative		0	0%	1	20%	3	50%	4	36%	3	33%
Number of complaints closed within 20 working days - Escalated		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 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
		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	40%	0	0%	3	27%	2	22%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001902393	Complaint Against Staff	Upheld	Continuing Support Service Manager	Part of the process of review to explore further training re Mental Health
101001906539	Process/Procedure	Upheld	Continuing Support Service Manager	Issues highlighted to staff for addressing and changes implemented.
101001854885	Other	Partially Upheld	Continuing Support Service Manager	Action Plan to be put into place to address the practice issues.

101001894234	Process/Procedure	Partially Upheld	Continuing Support Service Manager	Contact arrangements to be revisited and arrangement made which meet the needs of the YP/siblings.
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001912516	Complaint Against Staff	Partially Upheld	Continuing Support Service Manager	Look at how better inform key people of SW role and responsibilities and limitations of sharing information
101001913819	Complaint Against Staff	Partially Upheld	Continuing Support Service Manager	To maintain a positive relationship with client through ongoing assessment and review

**Complaints Monitoring Report
Housing & Property Services**

Quarter 2 2018/19 - July to September 2018

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Total number of complaints received	33	48	76	46	38
Total number of complaints closed	38	51	71	50	36
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	21	55%	38	75%	43	61%	36	72%	25	69%
Number of complaints closed - Investigative	17	45%	11	22%	26	37%	9	18%	9	25%
Number of complaints closed - Escalated	0	0%	2	4%	2	3%	5	10%	2	6%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	7	33%	6	16%	9	21%	13	36%	11	44%
Number of Frontline complaints partially upheld	3	14%	9	24%	2	5%	3	8%	2	8%
Number of Frontline complaints not upheld	11	52%	23	61%	32	74%	20	56%	12	48%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	4	24%	2	18%	4	15%	2	22%	0	0%
Number of Investigative complaints partially upheld	4	24%	3	27%	4	15%	1	11%	2	22%
Number of Investigative complaints not upheld	9	53%	11	100%	18	69%	6	67%	7	78%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	0%	0	0%	2	40%	0	0%
Number of Escalated complaints partially upheld	0	N/A	0	0%	0	0%	1	20%	1	50%
Number of Escalated complaints not upheld	0	N/A	2	100%	2	100%	2	40%	1	50%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Average time in working days for a full response - Frontline	9.67	4.47	3.91	4.72	7.16
Average time in working days for a full response - Investigative	17.47	30.36	15.08	18	19.56
Average time in working days for a full response - Escalated	N/A	18	20	22	21.5

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	11	52%	28	74%	42	98%	27	75%	18	72%
Number of complaints closed within 20 working days - Investigative	10	59%	7	64%	26	100%	8	89%	7	78%
Number of complaints closed within 20 working days - Escalated	0	N/A	1	50%	2	100%	1	20%	1	50%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2017/18		Q3 2017/18		Q4 2017/18		Q1 2018/19		Q2 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	2%	9	25%	4	16%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	3	23%	0	0%	5	36%	1	9%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101001883600	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Work carried out will be repaired and compensation offered for any damage. Sub-contractor to be informed of unsatisfactory work completed.
101001887979	Frontline - Repairs/Capital/Planned maintenance	Upheld	Asset Manager	Revision - Blinds were removed in error. Void procedure to be revised re this.
101001892010	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Asset Manager	Reinforcement - Delay in commencement of works. Reinforcement of procedures regarding completion of works.

101001894297	Frontline - Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Reinforcement - Tenant did not hear back about repair when they had previously reported this. Repair service to reinforce procedures.
101001896149	Frontline - Housing Disputes	Upheld	Area Housing Manager East	Reinforcement - Normal staff on leave and stand-in failed to update system. Works now underway and tenant is satisfied with this. Procedures to be reinforced with staff
101001897560	Frontline - Complaint Against Staff	Upheld	Contracts Manager	Reinforcement - Housing and Property Council Driver was found to have parked inappropriately. Driver has been made aware of inappropriate parking behaviours and will not park in this position in future.
101001904804	Frontline - Repairs/Capital/Planned maintenance	Upheld	Asset Manager	Reinforcement - Lack of communication between Council and Contractor for replacement of insulation. Better communication between Council and Contractor.
101001922126	Frontline - Complaint Against Staff	Upheld	Head of Housing and Property Services	Reinforcement - Member of staff admitted they may have been careless when disposing of litter. Discussion with member of staff and they has agreed to be more careful in future concerning disposal of litter.
101001922153	Frontline - Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Reinforcement & Redress - Engineer was at fault. Engineer has been spoken to. All gas engineers will receive a toolbox talk. Engineer in question's work will be checked periodically. Incident has been reported to Gas Safe and a visit will take place from local inspector.
101001929613	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	Reimbursement & Redress - Temporary heaters were supplied while investigating loss of water pressure. Garden to be dug up to check incoming water main. Staff to follow up more quickly when a tenant makes call for a repair
101001930619	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Revision & Redress - Tenant complained various times scaffolding at their address was interfering with their TV reception. This was rectified. Service will be improved regarding communication.
101001933863	Frontline - Complaint Against Staff	Upheld	Business Manager	Revision & Redress - Member of staff's behaviour was not to acceptable standard. Staff member has been issued with code of conduct and has had discussion with manager.
101001939667	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Delay caused by DLO in fixing repair. Reinforce timescales required to complete repairs
101001904879	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	Revision & Redress - Type of 'make safe' repair failure is unusual. Review of timescales for follow on repairs. A toolbox talk has been delivered to staff to highlight potential risks from 'make safe' repairs.
101001913828	Investigative - Allocations	Partially Upheld	Housing Needs Operational Manager	Redress - Time application was placed on hold and officers from both services could have dealt with the matter better. Officers to meet to agree care plan. Case to be discussed at liaison meeting.

101001916167	Investigative - Allocations	Partially Upheld	Area Housing Manager West	Revision - Complaint upheld re time taken on void of property. Complaint not upheld on condition of property before moving in. Complaint not upheld on legal position of charging rent for property rejected although this will be waived as a goodwill gesture. Procedure for waiting times regarding voids to be looked into.
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