

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

Quarter 4 2018/19 – January to March 2019

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Total number of complaints received	1	0	0	0	2
Total number of complaints closed	1	0	0	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										
	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%		
NUMBER AND PERCENTAGE CLOSED										
Number of complaints closed - Frontline	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of complaints closed - Investigative	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of complaints closed - Escalated	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

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

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints partially upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	1	100%	N/A	N/A	N/A	N/A	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	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 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	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Average time in working days for a full response - Frontline	N/A	N/A	N/A	N/A	N/A
Average time in working days for a full response - Investigative	3	N/A	N/A	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	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints closed within 20 working days - Investigative	1	100%	N/A	N/A	N/A	N/A	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	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 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 4 2018/19 – January to March 2019

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Total number of complaints received	11	15	9	17	13
Total number of complaints closed	9	15	9	15	14
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 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	9	90%	14	93%	7	78%	14	93%	12	86%
Number of complaints closed - Investigative	1	10%	1	7%	2	22%	1	7%	2	14%
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 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	6	67%	7	50%	4	57%	1	7%	2	17%
Number of Frontline complaints partially upheld	1	11%	2	14%	0	0%	5	36%	4	33%
Number of Frontline complaints not upheld	2	22%	5	36%	3	43%	8	57%	6	50%

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

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 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	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Average time in working days for a full response - Frontline	4.2	5.5	4.1	3.9	4.2
Average time in working days for a full response - Investigative	19	7	13	22	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	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	7	78%	10	71%	5	71%	12	86%	9	75%
Number of complaints closed within 20 working days - Investigative	1	100%	1	100%	2	100%	0	0%	0	0%
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 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	7%	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
101002018453	Council Tax	Upheld	Gillian Fraser, Taxation Processing Officer	The client was reimbursed. There had been a delay in processing information due to a backlog of enquiries.
101002049856	Council Tax	Partially Upheld	Gillian Fraser, Taxation Processing Officer	The process was revised to ensure that steps are taken to gather information where possible when a customer visits the office.
101002050468	Council Tax	Partially Upheld	James Taylor, Taxation Manager	The process was revised as follows: improve the manner in which the Moray Council website describes nil award of discount to Second Homes; and to ensure prompt flow of work by processors.
101002053329	Council Tax	Partially Upheld	James Taylor, Taxation Manager	The process was revised. The Council Tax cash allocation software did not perform in a manner which was fully satisfactory. Improvement of its functionality is to be investigated with Civica.
101002089332	Council Tax	Partially Upheld	James Taylor, Taxation Manager	The issue of documentation by the Sheriff Officer was sent to the wrong address. The debt was nothing to do with the resident and was caused by a lack of care by staff. The importance of taking care with following procedures has been reinforced to staff.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002114916	Council Tax	Upheld	Gillian Fraser, Taxation Processing Officer	The investigation of this complaint revealed that when a new enquiry was made the system merely added it onto an existing enquiry, rather than creating a new enquiry. The process has been revised so that now whenever a customer requires a call back, a new enquiry is created to prevent a recurrence.

**Complaints Monitoring Report
Development Services**

Quarter 4 2018/19 - January to March 2019

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2017/18 Q4	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4
Total number of complaints received	4	6	6	6	10
Total number of complaints closed	4	6	4	5	8
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	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	3	50%	3	75%	3	60%	5	63%
Number of complaints closed - Investigative	4	100%	2	33%	1	25%	2	40%	3	38%
Number of complaints closed - Escalated	0	0%	1	17%	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	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	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%	3	100%	2	40%
Number of Frontline complaints not upheld	0	N/A	3	100%	3	100%	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	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	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	2	50%	1	50%	0	0%	2	100%	0	0%
Number of Investigative complaints not upheld	2	50%	1	50%	1	100%	0	0%	3	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	0%	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	1	100%	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	2017/18 Q4	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4
Average time in working days for a full response - Frontline	N/A	2.3	6.0	6.0	8.0
Average time in working days for a full response - Investigative	13.8	13.5	18.0	15.5	33.3
Average time in working days for a full response - Escalated	N/A	20.0	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	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	3	100%	2	67%	2	67%	4	80%
Number of complaints closed within 20 working days - Investigative	3	75%	2	100%	1	100%	1	50%	1	33%
Number of complaints closed within 20 working days - Escalated	0	N/A	1	100%	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	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	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	1	25%	0	0%	0	0%	1	50%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS					
ID	Type of Complaint	Outcome	Responsible Officer (Name)	Responsible Officer	Action taken
101002044879	Frontline - Complaint Against Staff	Partially Upheld	Beverly Smith	Development Management & Building Standards Manager	Redress - The Manager apologised to the complainant and emailed a link to deal with the enquiry. The Manager will speak with member of staff.
101002121850	Frontline - Process/Procedure	Partially Upheld	Kevin Belton	GIS/CAG Officer	Reimbursement - Issue to be resolved asap and postal address to be available for use. Customer not informed correctly and/or in a timely fashion. A refund of £100 issued from Street Naming and Numbering.

**Complaints Monitoring Report
Housing and Property Services**

Quarter 4 2018/19 - January to March 2019

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2017/18 Q4	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4
Total number of complaints received	76	45	39	53	44
Total number of complaints closed	71	50	36	57	41
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	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	43	61%	36	72%	24	67%	46	81%	33	80%
Number of complaints closed - Investigative	26	37%	9	18%	9	25%	5	9%	7	17%
Number of complaints closed - Escalated	2	3%	5	10%	3	8%	6	11%	1	2%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	9	21%	13	36%	11	46%	18	39%	18	55%
Number of Frontline complaints partially upheld	2	5%	3	8%	2	8%	7	15%	3	9%
Number of Frontline complaints not upheld	32	74%	20	56%	11	46%	21	46%	12	36%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	4	15%	2	22%	0	0%	1	20%	0	0%
Number of Investigative complaints partially upheld	4	15%	1	11%	2	22%	1	20%	1	14%
Number of Investigative complaints not upheld	18	69%	6	67%	7	78%	3	60%	6	86%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	2	40%	1	33%	1	17%	1	100%
Number of Escalated complaints partially upheld	0	0%	1	20%	1	33%	1	17%	0	0%
Number of Escalated complaints not upheld	2	100%	2	40%	1	33%	4	67%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2017/18 Q4	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4
Average time in working days for a full response - Frontline	3.9	4.7	5.5	4.7	4.0
Average time in working days for a full response - Investigative	15.1	18.0	19.6	18.8	17.6
Average time in working days for a full response - Escalated	20.0	22.0	14.7	17.5	20.0

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	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	42	98%	29	81%	18	75%	35	76%	29	88%
Number of complaints closed within 20 working days - Investigative	26	100%	8	89%	7	78%	2	40%	5	71%
Number of complaints closed within 20 working days - Escalated	2	100%	2	40%	2	67%	3	50%	1	100%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	2%	9	25%	4	17%	8	17%	5	15%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	5	36%	1	8%	0	0%	1	13%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002017566	Frontline - Repairs/Capital/Planned maintenance	Upheld	Asset Manager	Redress - Part has now been ordered and appointment arranged. Contact Centre should have passed the repair to DLO rather than going through CPT. - Contact Centre to be informed that requests like this go to DLO.
101002022676	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Repairs have now been scheduled and hold up explained to tenant who is now satisfied - Tenants to be advised if potential delays in repairs are expected.
101002031035	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress - Wants to speak with supervisor - Attitude of Engineer was unacceptable - Engineer has been spoken to about behaviour.
101002038149	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	Redress & Reinforcement - Advice given by CPT to tenant was incorrect. Will be discussed at next team meeting to ensure consistency and compliance with internal procedure.
101002048375	Frontline - Complaint Against Staff	Upheld	Business Manager	Redress & Reinforcement - Member of staff identified. Not acceptable behaviour. Manager will conduct disciplinary with employee. Toolbox talk to all drivers to be conducted.
101002052048	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress & Reinforcement - Van found to be parking on pavement. - Toolbox talk to be given to all drivers.
101002052194	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - To have credit reimbursed for the period of the engineers visit to Saturday Morning. Gas Engineer left room thermostat turned up. Gas engineers to be reminded to turn down stats when finished servicing.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002054755	Frontline - Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Reinforcement - Communication was not sufficient. Tenant will receive a new heating system. - More communication to be provided to tenants who call for updates on repairs.
101002063102	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Buckie	Revision - Roofers to be told to initiate contact with tenant before starting job. All other repairs have been arranged with the tenant who is now happy.
101002066062	Frontline - Repairs/Capital/Planned maintenance	Upheld	Asset Manager	Reimbursement - Compensation figure not found to be sufficient. New compensation figure offered to tenant.
101002070478	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Contractor did not attend in agreed target timescale. This has been discussed with contractor so they can inform us in future if this is likely to happen again so we can assign to another contractor if necessary.
101002075560	Frontline - Complaint Against Staff	Partially Upheld	DLO Manager	Reinforcement - Tradesmen smoking outside property. Tooltalk to be given to voids team.
101002077992	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress & Revision - Heating fitted but broke down and bathroom radiator was not fitted. Extra heaters supplied to tenant along with voucher for inconvenience. Prioritisation of gas heating failure calls to be discussed with Managers.
101002093815	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Joiner checked floor but failed to put notes on PDA for follow on then closed the job - Training will be carried out with Tradesmen involved and Repairs Co-ordinator will meet with Joiner and discuss.
101002096458	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Revision - Job was placed in queue for replacement but was then discovered that the tenant shares fence with owner-occupier. This has now been actioned by CPT for next week. Process to be examined as to why this was placed in queue and not checked against CPT.
101002102558	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	Reinforcement - Cause of boiler shutdown was not due to o/s repair, but there was an o/s repair which should have been dealt with earlier. To ensure o/s repairs are dealt within timescales.
101002103550	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Delay in providing replacement. Continue to look into any delays in service.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002106054	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress & Reinforcement - The complaint has raised serious concerns and as a result this incident we have self-reported to Gas Safe and a formal investigation (potential disciplinary) will now commence. If the allegation is founded a report will be submitted to the Building Services Manager for consideration. In addition, work carried out will be audited, this is for tenants safety.
101002107401	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Redress - Delay providing repairs due to labour/resources. Currently working on recruitment.
101002115476	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - CPT failed to provide contact details of tenant to DLO when instructed by tenant's son. CPT have now been informed to inform tenant before works are carried out.
101002116385	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - CP12 stated there was a CO2 detector in property. Letting standard also stated there was one in situ. During GSC visit it was noted there wasn't one and therefore a new one was supplied. Tenant emailed AHO in December to state there was no CO2 detector. DLO have no note of this email being forwarded.
101002033795	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	Housing Needs Operational Manager/Senior Housing Projects Officer	Redress - Heating System - Outstanding radiator repair. cracked walls/slates - repairs to be chased. Contact to be made with the Owner.
101002049311	Investigative - Complaint Against Staff	Upheld	Asset Manager/DLO Manager	Redress & Revision - Hot water advice given was not correct. Training will be given to Officers on Call. Policies of daytime operations to match out of hours operations re giving of officers' names.

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

Quarter 4 2018/19 – January to March 2019

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Total number of complaints received	14	9	12	7	13
Total number of complaints closed	12	10	11	10	10

The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	25%	0	0%	5	45%	6	60%	7	70%
Number of complaints closed - Investigative	9	75%	10	100%	6	55%	4	40%	3	30%
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 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	67%	0	0%	2	40%	2	33.3%	6	86%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	1	16.7%	0	0%

Number of Frontline complaints not upheld	1	33%	0	0%	3	60%	3	50%	1	14%
---	---	-----	---	----	---	-----	---	-----	---	-----

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	22%	1	10%	1	17%	0	0%	1	33%
Number of Investigative complaints partially upheld	1	11%	1	10%	2	33%	0	0%	0	0%
Number of Investigative complaints not upheld	6	67%	8	80%	3	50%	4	100%	2	67%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 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	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Average time in working days for a full response - Frontline	6	N/A	4	3	3
Average time in working days for a full response - Investigative	17	26	25	21	16
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 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	67%	N/A	-	5	100%	6	100%	7	100%
Number of complaints closed within 20 working days - Investigative	7	78%	3	30%	2	33%	2	50%	3	100%
Number of complaints closed within 20 working days - Escalated	N/A	-	N/A	-	N/A	-	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	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	20%	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
101002044963	Other	Upheld	Kim Paterson	Customer issued with full refund, children booked onto chosen activities.
101002049089	Process/Procedure	Upheld	Madeline McCutcheon	Meeting held with parent and staff and additional support measures put in place in class.

101002064413	Complaint Against Staff	Upheld	Stewart McLauchlan	Head of Music Instruction has apologised, given a full refund of fees and is to signpost complainant to an alternative tutor. Investigating officer has apologised to complainant and advised her to speak to her local elected member regarding the council budget issues which she referred to in her complaint.
101002077855	Other	Upheld	Lindsey Stanley	No learning outcome or action plan as this was a one-off situation.
101002094782	Process/Procedure	Upheld	Stewart McLauchlan	School will amend pupil record to be "known as" new surname; original surname will remain on Seemis.
101002098137	Process/Procedure	Upheld	Hazel Sly	Outcome 1: Parent is happy that we are looking in to further support for child to ensure safety of all. (EIF bid and possible relief member of staff until EIF moderated.) Outcome 2: Parent was advised that janitor did grit playground a second time and that manager will ensure risk assessments are completed regularly as seasons change.
101002043619	Complaint Against Staff	Upheld	Ken Brown	Ensure staff are aware of issues and handle situations tactfully and respectfully.

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

Quarter 4 2018/19 – January to March 2019

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Total number of complaints received	11	7	12	9	13
Total number of complaints closed	6	12	10	9	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	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	-	1	8.3%	1	10%	2	22.2%	0	0%
Number of complaints closed - Investigative	6	100%	11	91.7%	9	90%	7	77.8%	6	86%
Number of complaints closed - Escalated	0	-	0	-	0	-	0	0%	1	14%

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

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	33%	2	18.2%	2	22.2%	4	57%	2	33%
Number of Investigative complaints partially upheld	3	50%	5	45.5%	4	44.4%	0	0%	3	50%
Number of Investigative complaints not upheld	1	17%	4	36.4%	3	33.3%	3	43%	1	17%

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

--

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Average time in working days for a full response - Frontline	N/A	4	5	5	N/A
Average time in working days for a full response - Investigative	17	45	27	28	29
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	49

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 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	1	100%	1	100%	2	100%	N/A	N/A
Number of complaints closed within 20 working days - Investigative	3	50%	4	36%	3	33%	4	57%	2	33%
Number of complaints closed within 20 working days - Escalated	N/A	-	N/A	-	N/A	-	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	Q4 2017/18		Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 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%	3	27%	2	22%	0	0%	1	14%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002047790	Other	Upheld	Kathy Henwood	Lack of communication and delay in response. Processes reviewed to ensure that enquiries are dealt with timeously.
101002061112	Process/Procedure	Upheld	Kathy Henwood	Learning will be taken to the team around the customer and how they could have better managed their concerns.
101002002700	Complaint Against Staff	Partially Upheld	Kathy Henwood	Communication between customer and worker can at times be tense. Different Social Worker in place since before complaint received.

101002025751	Process/Procedure	Partially Upheld	Kathy Henwood	Discussed with complainant and Adult services the need to discuss SDS questionnaire in preparation of moving to support as an adult.
101002060931	Other	Partially Upheld	Kathy Henwood	Apology given and assurance that there will be an improved communication flow.

**Complaints Monitoring Report
Direct Services**

Quarter 4 2018/19 - January to March 2019

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2017/18 Q4	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4
Total number of complaints received	71	56	63	70	75
Total number of complaints closed	70	54	60	75	74
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	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	62	89%	50	93%	58	97%	74	99%	73	99%
Number of complaints closed - Investigative	8	11%	4	7%	0	0%	1	1%	1	1%
Number of complaints closed - Escalated	0	0%	0	0%	2	3%	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	2017/18 Q4		2018/19 Q1		2018/19 Q2		2018/19 Q3		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	16	26%	22	44%	5	9%	19	26%	16	22%
Number of Frontline complaints partially upheld	5	8%	2	4%	0	0%	1	1%	1	1%
Number of Frontline complaints not upheld	41	66%	26	52%	53	91%	53	73%	56	77%

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

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

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2017/18 Q4	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4
Average time in working days for a full response - Frontline	4.3	3.2	4.7	4.1	5.5
Average time in working days for a full response - Investigative	12.3	44.3	N/A	7.0	18.0
Average time in working days for a full response - Escalated	N/A	N/A	22.0	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	2017/18 Q4		2018/19 Q1		2018/19 Q2		Q2 2015/16		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	48	77%	45	90%	47	81%	61	82%	50	68%
Number of complaints closed within 20 working days - Investigative	7	88%	3	75%	0	N/A	1	100%	1	100%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	0%	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	2017/18 Q4		2018/19 Q1		2018/19 Q2		Q2 2015/16		2018/19 Q4	
	number	%	number	%	number	%	number	%	number	%
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	0	0%	0	0%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer (Name)	Action taken
101002020362	Frontline - Household Collections	Upheld	Rachel Alban	Redress Revision - Due to xmas and new year arrangements the wagon that serviced properties on 30.12.18 picked up brown bins instead of green bins. Green bins were serviced on 31.12.18 instead although customers would not know that. - The service has to arrange alternative collections over xmas and new year and on occasion human errors are made.

ID	Type of Complaint	Outcome	Responsible Officer (Name)	Action taken
101002020809	Frontline - Household Collections	Upheld	Jennifer Fulton	Redress Revision - I would like confirmation that the calendar is correct and that recycling will be collected 2 weeks in a row on 3rd and 10th of January. Recycling contracts are for 2 weekly collections. - The bin calendar on the website is wrong. Action taken to get admin to update all properties so it shows correctly on the bin finder tool. Tried to contact customer by phone but only voicemail available - message left. - Action taken: to update the properties on the info showing on bin day finder on website is correct.
101002024532	Frontline - Household Collections	Upheld	Rachel Alban	Redress - crew to return & service bins before next collection date. - Excess waste will be uplifted. Contact centre staff gave customer mis-information. - Contact centre staff have been informed of the complaint.
101002034204	Frontline - Household Collections	Upheld	Jennifer Fulton	Redress Revision - Her Bin Rubbish to be collected - Bin calendar was incorrect on the bin day finder. Now rectified and visit being made 23.01.19 to uplift excess. - Minor errors have been found on many different routes on the bin day finder.
101002041137	Frontline - Household Collections	Upheld	Jennifer Fulton	Redress Revision - Bins to be returned to property once emptied - Called customer and apologised for crew not putting her bins back to where they were presented. Advised that the crew would be spoken to. - Crew to be spoken to.
101002050817	Frontline - Complaint Against Staff	Partially Upheld	Ken Major	Redress - 1. an explanation for refusal and 2. an apology from staff member. - Call made to Mr Wilson to apologise for the way that the matter was dealt with. Advised Mr Wilson that the application should not have been refused on the grounds of having a driveway as the property does not have one. Agreed to review the application again using the further evidence provided (photographs). Advised Mr Wilson that we do not think the staff members conduct was out of order and that officers within the office confirmed the conversation on the staff member's part was acceptable. No previous issues with the staff member's manner. - For future applications and any doubt a site visit will be made. Online mapping will not be solely relied on.
101002051542	Frontline - Complaint Against Staff	Upheld	Sharon Mair	Reinforcement - Full investigation - Member of staff was spoken to and reminded that if he advertises that he works for the council on his personal Facebook page then he needs to be mindful of what he is posting. - Staff member reminded that he could bring the councils reputation into question if he advertises that he works for the council.

ID	Type of Complaint	Outcome	Responsible Officer (Name)	Action taken
101002054846	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Her bins and those of her neighbours to be collected and soon. - Due to the location unable to service bins since before Christmas 2018. Apology given to the customer and explanation as to why they had not been emptied. All bins now serviced. Complaint upheld as it was our fault. - Weather issues cause lots of delays with vehicles unable to service rural roads. Where possible we try to return but on this occasion it was not possible.
101002064368	Frontline - Household Collections	Upheld	Donnie McLean	Redress - Bins to be put back - Spoke to lady of the house - unable to tell what bins were complained about. Complainant (husband) then called back to confirm it was the recycling bins. Spoke to crew to request that the bins are returned to where they are taken from. - Crew spoken to and reminded that bins should be returned to properties where they are taken from.
101002068404	Frontline - Household Collections	Upheld	Rachel Alban	Revision - Would like bins to be uplifted in the first instance and be advised as to what went wrong and how to prevent this from happening in the future so that they do not need to spend their time chasing up. - Advised customer that weather conditions made it unsuitable to travel the roads to empty bins. Advised that we endeavour to return when the weather improves but on this occasion the prolonged bad weather made this impossible. - Driver perception as to whether they consider the road safe to travel on so no action other than to highlight the complaint to staff.
101002073644	Frontline - Household Collections	Upheld	Rachel Alban	Redress - bins to be serviced and a reason given as to why they were missed - Advised customer that crew had been spoken to about the brown bin collection and advised that all brown bins that were presented were serviced so any missed was a genuine error. Driver for the green bin run advised that he felt the road was not suitable due to the weather. Because the whole street was missed because of the weather a vehicle would return on 18.2.19 to collect bins. - Can only assume genuine error with brown bin being missed if the customer advises their bin was out on time.
101002074150	Frontline - Household Collections	Upheld	Rachel Alban	Reinforcement - Spoke to crew and advised them that if a customer removes any contamination from a bin then they need to service it. Apologised for the manner in which the staff member spoke to the customer. - Crew have been reminded about the removal of contamination whilst on site and that they should then continue to service the bin. Also advised the correct manner in which they should speak to the customer.

ID	Type of Complaint	Outcome	Responsible Officer (Name)	Action taken
101002081482	Frontline - Household Collections	Upheld	Gary Youngson	Revision - Upon investigation it would seem that the council website has only partially been updated with the correct information. This will now be updated correctly. Apology given. - More care to be taken when updating the website to ensure correct information available.
101002081780	Frontline - Household Collections	Upheld	Rachel Alban	Redress - Bin collection - Agreement about bin location was not adhered to due to member of staff being absent from work. - Bins to be moved to safe temporary location and returned to that location after being serviced.
101002089692	Frontline - Household Collections	Upheld	Fiona Burnett	Redress - Customer would like a call within 48 hours. Customer would like to begin with a call back at least to advise what is happening with the case i.e where are her bins. Again she mentioned compensation. - Advised customer that bins will be delivered 28.2.19 and advised of the procedure once bins are paid for. Apologised for delay in getting bins to customer. - Further investigations to take place to find out why bins were delayed so that it does not happen in future.
101002093774	Frontline - Household Collections	Upheld	Fiona Burnett	Redress - Bin to be swapped over. - It is our fault that we are late delivering the bin. Phoned and advised customer that the bin would be delivered 1.3.19. - Admin error in that customer has had to wait since beginning of January for the bigger bin.
101002110521	Frontline - Public/School transport	Upheld	Donald MacRae	Revision - Would like complaint investigated and resolved. - Advised that a meeting took place on 15.3.19 with the owner and driver of the taxi. Driver explained that they were trying to have some banter with the children and that no harm was intended. Advised that they will not do such interaction in future. - Owner and driver of taxi firm were advised of the authority's guidelines for the responsibility of drivers on transport for pupils with additional support needs.