

**Complaints Monitoring Report**  
**Environmental & Commercial Services**  
**Quarter 4 2019/20 - January to March 2020**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
Total number of complaints received	75	93	82	60	76
Total number of complaints closed	76	86	80	55	79
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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	75	99%	86	100%	78	98%	54	98%	72	91%
Number of complaints closed - Investigative	1	1%	0	0%	1	1%	1	2%	6	8%
Number of complaints closed - Escalated	0	0%	0	0%	1	1%	0	0%	1	1%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	18	24%	37	43%	24	31%	15	28%	19	26%
Number of Frontline complaints partially upheld	1	1%	4	5%	15	19%	9	17%	12	17%
Number of Frontline complaints not upheld	56	75%	45	52%	38	49%	30	56%	41	57%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	N/A	1	100%	1	100%	1	17%
Number of Investigative complaints partially upheld	0	0%	0	N/A	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	1	100%	0	N/A	0	0%	0	0%	5	83%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	0%	0	N/A	1	100%
Number of Escalated complaints partially upheld	0	N/A	0	N/A	1	100%	0	N/A	0	0%
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	0%	0	N/A	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
Average time in working days for a full response - Frontline	5.4	4.2	5.5	5.2	4.3
Average time in working days for a full response - Investigative	18.0	N/A	13.0	16.0	16.2
Average time in working days for a full response - Escalated	N/A	N/A	15.0	N/A	36.0

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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	52	69%	70	81%	48	62%	39	72%	57	79%
Number of complaints closed within 20 working days - Investigative	1	100%	0	N/A	1	100%	1	100%	4	67%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	1	100%	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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	2	2%	6	8%	2	4%	10	14%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	N/A	0	0%	1	100%	6	86%

# UPHELD OR PARTIALLY UPHELD COMPLAINTS

ID	Type of Complaint	Outcome	Responsible Officer (Name)	Action taken
101002355107	Frontline - Signage	Partially Upheld	Donald MacRae	Revision - Bus parking area marked. Installation of bus box would not necessarily resolve problems but agreement to relocate the bus stop. Surveyor to take measurements for suggested relocation of bus stop.
101002358050	Frontline - Process/Procedure	Partially Upheld	Ken Kennedy	Reinforcement - Mechanical machine used caused marks on grave, budget cuts mean reduction in maintenance. Grave to be brought up to level. Crew reminded to use mats to protect adjacent lairs when using excavator and need for care & attention.
101002360764	Frontline - Household Collections	Partially Upheld	Rachel Alban	Revision - Operational issues with disposing of recycling waste added to travelling times and as a result routes not fully completed as scheduled however servicing now complete. Allow for additional travelling times for disposing of waste in future.
101002369200	Frontline - Other	Partially Upheld	Nicola Moss	Revision - Complainant would like details to contact Chief Executive, Leader of Council & SPSO. FOI answered questions; raised further question about sticker. Stickers to be replaced with correct value.
101002380097	Frontline - Household Collections	Partially Upheld	Donnie McLean	Reinforcement - Garden access is restricted however neighbour willing to allow access via their path. Revise servicing procedure and inform crew.
101002381946	Frontline - Public/School transport	Partially Upheld	Carole Dawson	Revision - Investigate and respond - Investigated but lack of evidence to prove allegations however action to be taken by all to keep closer eye on taxi service. Surveyor to spend time in area and carry out covert checks.
101002386224	Frontline - Other	Partially Upheld	Ken Kennedy	Reinforcement - Need for care & attention when moving items from a grave and reinstating. Crew to be made aware to return grave to condition it was found in.
101002386615	Frontline - Process/Procedure	Partially Upheld	Gary Youngson	Reinforcement - Request for bins was received during holiday period. Delay in service after new year. Bins were delivered.
101002405072	Frontline - Road Maintenance	Partially Upheld	Paul Barron	Revision - Investigate and respond. Some defects found and to be repaired. Inspection carried out, works to be added to potential programme
101002411090	Frontline - Household Collections	Partially Upheld	Andy Hay	Reinforcement - Access restrictions to properties meaning that damage caused to verges. Letters to be sent to residents regarding parking of cars; repair works to be carried out to verges.
101002412438	Frontline - Other	Partially Upheld	Paul Barron	Reinforcement - Sewer and Gully are separate and not connected. SWA have attended to sewer and MC are responsible for the gully - MC to repair damage identified during inspection to gully.
101002420265	Frontline - Process/Procedure	Partially Upheld	Gary Youngson	Revision - Bins delivered were not in good condition, had not been cleaned before delivery. Offer to clean small bin, customer had already done but apology accepted



**Complaints Monitoring Report**  
**Economic Growth and Development Services**

**Quarter 4 2019/20 - January to March 2020**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
Total number of complaints received	10	6	9	9	11
Total number of complaints closed	8	7	5	7	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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	5	63%	2	29%	2	40%	4	57%	0	0%
Number of complaints closed - Investigative	3	38%	5	71%	3	60%	3	43%	4	100%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	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	2	40%	0	0%	0	0%	1	25%	0	N/A
Number of Frontline complaints not upheld	3	60%	2	100%	2	100%	3	75%	0	N/A

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	33%	1	33%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	20%	0	0%	0	0%	1	25%
Number of Investigative complaints not upheld	3	100%	4	80%	2	67%	2	67%	3	75%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	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	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
Average time in working days for a full response - Frontline	8.0	3.0	5.0	15.5	N/A
Average time in working days for a full response - Investigative	33.3	21.2	11.3	24.7	29.8
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	2018/19 Q4		2019/20 Q1		2019/20 Q2	
	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	80%	2	100%	1	50%

Number of complaints closed within 20 working days - Investigative	1	33%	2	40%	2	67%	1	33%	2	50%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	1	25%	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
101002289479	Frontline - Other	Partially Upheld	Road Maintenance Manager	Revision - Requirement for passing place for new development. No records of agreement mentioned in complaint. - Will investigate further if evidence submitted about resurfacing agreement.
101002317320	Investigative - Other	Upheld	Head of Development Services	Reinforcement - Answers to why the process was not followed. - Timescales were missed when complaint sat with another department. Holding emails/acknowledgements will be sent to complainants to advise the progress of a complaint in future.
101002376962	Investigative - Complaint Against Staff	Partially Upheld	Environmental Health Manager	Revision - Investigate and respond - Previous address of the complainant was used in a statement by us so this part of the complaint was upheld. All other items were not upheld. - Statements need to be checked to ensure the correct address is detailed.

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
Total number of complaints received	10	6	9	9	11
Total number of complaints closed	8	7	5	7	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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	5	63%	2	29%	2	40%	4	57%	0	0%
Number of complaints closed - Investigative	3	38%	5	71%	3	60%	3	43%	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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	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	2	40%	0	0%	0	0%	1	25%	0	N/A
Number of Frontline complaints not upheld	3	60%	2	100%	2	100%	3	75%	0	N/A

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	33%	1	33%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	20%	0	0%	0	0%	1	25%
Number of Investigative complaints not upheld	3	100%	4	80%	2	67%	2	67%	3	75%



Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	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	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
Average time in working days for a full response - Frontline	8.0	3.0	5.0	15.5	N/A
Average time in working days for a full response - Investigative	33.3	21.2	11.3	24.7	29.8
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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	80%	2	100%	1	50%	1	25%	0	N/A
Number of complaints closed within 20 working days - Investigative	1	33%	2	40%	2	67%	1	33%	2	50%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	1	25%	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
101002289479	Frontline - Other	Partially Upheld	Road Maintenance Manager	Revision - Requirement for passing place for new development. No records of agreement mentioned in complaint. - Will investigate further if evidence submitted about resurfacing agreement.
101002317320	Investigative - Other	Upheld	Head of Development Services	Reinforcement - Answers to why the process was not followed. - Timescales were missed when complaint sat with another department. Holding emails/acknowledgements will be sent to complainants to advise the progress of a complaint in future.
101002376962	Investigative - Complaint Against Staff	Partially Upheld	Environmental Health Manager	Revision - Investigate and respond - Previous address of the complainant was used in a statement by us so this part of the complaint was upheld. All other items were not upheld. - Statements need to be checked to ensure the correct address is detailed.

## Complaints Monitoring Report

### Housing and Property Services

Quarter 3 & 4 2019/20 - January to March 2020

#### Total Complaints Received and Total Complaints Closed

NUMBER OF COMPLAINTS	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
Total number of complaints received	44	58	55	58	45
Total number of complaints closed	41	58	52	60	46
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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	33	80%	40	69%	38	73%	46	77%	37	80%
Number of complaints closed - Investigative	7	17%	14	24%	13	25%	12	20%	9	20%
Number of complaints closed - Escalated	1	2%	4	7%	1	2%	2	3%	0	0%

#### Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage

FRONTLINE	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	18	55%	24	60%	24	63%	25	54%	19	51%
Number of Frontline complaints partially upheld	3	9%	3	8%	2	5%	5	11%	5	14%
Number of Frontline complaints not upheld	12	36%	13	33%	12	32%	16	35%	13	35%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	8%	1	8%	1	11%
Number of Investigative complaints partially upheld	2	29%	2	14%	6	46%	6	50%	5	56%
Number of Investigative complaints not upheld	5	71%	12	86%	6	46%	5	42%	3	33%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	100%	1	25%	0	0%	1	50%	0	N/A
Number of Escalated complaints partially upheld	0	0%	3	75%	1	100%	1	50%	0	N/A
Number of Escalated complaints not upheld	0	0%	0	0%	0	0%	0	0%	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
Average time in working days for a full response - Frontline	4.0	4.4	5.0	4.7	4.7
Average time in working days for a full response - Investigative	17.6	18.9	22.2	19.5	17.9
Average time in working days for a full response - Escalated	20.0	21.8	16.0	23.0	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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	29	88%	33	83%	25	66%	38	83%	28	76%
Number of complaints closed within 20 working days - Investigative	5	71%	12	86%	8	62%	9	75%	8	89%
Number of complaints closed within 20 working days - Escalated	1	100%	3	75%	1	100%	1	50%	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	2018/19 Q4		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	5	15%	6	15%	11	29%	6	13%	8	22%
Number of complaints with an extension – Investigative or Escalated Investigative	1	13%	4	22%	4	29%	4	29%	1	11%

UPHELD OR PARTIALLY UPHELD COMPLAINTS Q3				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002292165	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager/DLO Manager	Reinforcement - Gas service appointment not kept and no response after calls - upheld - chaotic manner in which calls were made to try and reach the tenant. Drainpipe repair not completed - upheld - case not dealt with correctly - training to be provided to CPT Team re drainpipe repairs reported. Reinforcement of servicing procedures contacting tenants to staff.
101002296022	Frontline - Complaint Against Staff	Upheld	Area Housing Manager (West)/ Customer Contact Manager	Reinforcement - Investigate and respond - Advisor did not record interaction on Lagan so complaint to be upheld. Direct debit details had been changed on system so payment did not appear in complainant's account. - Member of staff will be advised on what action should be taken in future similar scenarios.
101002304014	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Reinforcement of team to inform tenants of progress concerning window replacement timescales.
101002306669	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Failed to notify tenant that appointment was going to be held up. Left calling card when tenant should have been called. Lack of communication and time taken to remove shut down fire - Manager to investigate the reasons for lack of communication and time taken to complete and reinforcement of policy to be discussed.

101002309254	Frontline - Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Reinforcement Revision - Wait to get heating repaired was unacceptable. Poor service and lack of communication. - Manager will discuss with member of staff to investigate further as to why situation arose and to rectify.
101002310134	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Reinforcement - Upheld - HPOs should leave a new access card after one failed access and ideally call and pre-book visits, rather than cold calling on multiple occasions on the same day. Not upheld - cannot prove HPO's attitude was disrespectful to complainant. - Staff to be reminded of no access card system.
101002312121	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Work left to contractors. Complainant was not kept up to date and despite calling Council no-one called back - Reinforcement email has been sent to officers involved in case to remind them to update tenants with information when sub-contractors have involvement in their cases.
101002312701	Frontline - Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Reinforcement - Mess left and lack of communication between Asbestos Specialist and Tenant - Asbestos Specialist has been spoken to in order to ensure this does not happen again.
101002316942	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	Reinforcement - Recurring issue with sewage coming up at the front of garden. Insufficient investigation at the time meant a temporary resolution however concerns that sewage has been seeping under the building and the bathroom floor which would be a health issue. - This complaint should be partially upheld as unable to determine why the initial call was not answered by CPB. The call was eventually made, so staff were in situ and I presume were engaged in other work activity. This is unfortunate but during an emergency ooh service, there is limited resources. The rest of the complaint about the slab, communication and delays is all upheld. - The Senior scheduler has been advised of this and he will discuss with the team and remind them to progress works asap.
101002317307	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - contact when running late - Error on Schedulers part - Discussed with Schedulers to ensure this is not repeated.
101002320024	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement /Revision - Lack of communication between staff, contractor, and tenant - 1) Staff emails will be made clearer 2) Staff will progress authorisations in absence of managers

				<p>3) Staff will update tenants on repairs regardless if they have been subcontracted</p> <p>4) The sub-contractor involved will meet with managers to outline our expectations and resolve issues experienced</p> <p>5) ASH repairs will be taken in house as a service development – no date for this</p> <p>6) The monitoring of sub-contractors will be investigated and a process for this will be implemented</p>
101002322894	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	<p>Reinforcement - Kitchen to be sorted as soon as possible and contacted about this - Not Upheld - original works order was cancelled due to non-access and second works order will be completed within timescale</p> <p>Upheld - Failure to contact tenant to return calls. - Discussion to take place with officers to reiterate importance of contacting tenants who have left messages.</p>
101002324414	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	<p>Reinforcement /Revision /Reimbursement - Investigate and respond</p> <p>- 1) The tenant made a number of attempts to resolve the compensation issue and staff failed to engage / assist</p> <p>2) The repair was not identified and completed thus the leak continued and damage was caused.</p> <p>- Discussion to take place with staff regarding poor communication with tenants who have reported repairs.</p>
101002327259	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	<p>Reinforcement /Revision - Wants response to an initial request for gutter issues and to be contacted and advised when the work will be completed and for the Work to be completed urgently. - This address has been added to a gutter cleaning contract that has been in existence for a long period of time and work was not carried out. - Cleaning contracts to be checked for dates and moss removal should also be looked into.</p>
101002327742	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	<p>Reinforcement - Would like to be kept up to date when repairs are being done and would like to be contacted when they request it - Failed to respond to numerous previous requests in relation to outstanding issues. - Staff have been reminded that requests are to be dealt with and answered in a timeous manner.</p>

101002331518	Frontline - Complaint Against Staff	Upheld	Business Manager	Revision - Engineer should have been sent to property given that there were children in the tenancy and there was an availability of a heating engineer. - Scheduler has been informed of this decision and a revision of practice will be taken forward.
101002331854	Frontline - Housing Estate Management	Upheld	Area Housing Manager (West)	Reinforcement - Tenancy found to have issues in garden etc. A letter 1 has been sent to the tenant to advise of clean up - Estate caretaker to keep an eye on the area.
101002332080	Frontline - Complaint Against Staff	Upheld	Business Manager	Reinforcement - Staff did not talk to tenant in a satisfactory manner. Apology offered - Informal counselling to take place with staff member.
101002332574	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Payment should have been issued immediately to the tenant. This is now in hand. - CPT have been made aware of delay and have been reminded to ensure immediate payments take place for decants.
101002333256	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement/ Revision - Mix of tradesmen attended for same issue with door. Communication was poor and tenant was left without heating and hot water for a whole week - Staff involved will have to complete: 1) Toolbox talk around first time fix 2) Schedulers need to take more ownership of repair cases. To be discussed with tradesmen's Seniors and they will take forward improvements / staff training etc.
101002337843	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Visited tenant and writing on wall and debris removed - Investigation to take place regarding writing on wall to try and establish which worker may have done this. They will then be disciplined. Discussion has taken place with all site operatives regarding language and shouting and consequences of inappropriate behaviour.
101002341530	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Wants to discuss getting repair carried out - Was told in previous complaint that repairs would all be done wall was still waiting to be repaired. Confusion occurred regarding what should have been completed regarding repairing tenant's wall and order was closed down in process. Discussion will take place with staff involved.



101002343921	Frontline - Housing Estate Management	Upheld	Supported Accommodation Manager	Revision - Officer has taken steps to move the tenant the complainant is complaining about - Tenancy is being converted to MS.
101002346228	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Reinforcement - Would like contact to be made, work needed assessed properly and done quickly - Upheld - time taken to complete anti-fungal treatment and sealing windows. Not upheld - Problems with mould due to tenant's lifestyle. Tenant advised of this but does not want to accept - Timescales of works to be discussed with Schedulers.
101002348646	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Revision - Upheld as time taken to supply temporary water and reinstate water was excessive - Revision of policy regarding supply of temporary water to take place with Housing Officers.
101002348866	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Initially better training and for contact protocol to be followed - Gas Scheduler moved appointment and left text messaging service tell tenant which is against procedure - Email issued to all schedulers to remind them that tenants must be contacted by phone when appointments have to be moved.
101002349016	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement / Reimbursement - Email for repair not picked up by co-ordinator therefore delay caused. Compensation to be paid to complainant for damage to bedroom and carpet - Co-ordinator - human error. He will double check his emails in future.
101002350630	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Reinforcement - Complainant was unaware of formal process to submit approvals but has now been informed - Not upheld Communication back to the complainant was poor and a letter that was handed in to Access Point is missing - Upheld - CPT to improve communication.
101002353257	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Works ticket was out of date and nobody contacted the complainant to explain what was happening. - Schedulers to be reminded to contact tenants when works tickets expire.
101002355972	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Was told the ceiling was going to be fixed in compensation for the flooring caused by this new issue. A call to advise what is going to happen. - Service had not resolved tenant's issues at first attempt. Measures taken to clean bathroom and hall carpet and replace vinyl as required. If blockage re-occurs camera

				survey to be undertaken. - Discussion to be held with plumbers to ensure correct measures are put in place at first visit with tenant.
101002274660	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	Revision - Gas Heating not operational when tenancy commenced. Upheld - wrongly advised that system was working - posed no risk as gas was capped at time of commencing tenancy. Compensation costs for carpet and additional heaters - not upheld - only repairs required so no damage caused to new carpet. Compensation would be given for using heaters as standard practice. Grass cutting, tree pruning, gutter cleaning not carried out before commencement of tenancy - upheld - works were not carried out. This has now been rectified. Procedures are being reviewed to ensure this does not happen again during tenancy sign-up.
101002279104	Investigative - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Window repair - upheld - time taken to resolve issue and lack of communication. Skylight - upheld - missed from scope of works. Fence repairs - upheld - arrangement for repair not followed through. Works to be carried out after heating upgrade - representative should have visited earlier to assess quality of work. - Reinforcement of training for staff regarding recording of repairs and communication between staff and tenants.
101002281480	Investigative - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Investigate and respond - Due to length of time complainant had to wait to get information. - Member of staff retired and never passed on the enquiry. Reinforcement of procedures to take place with CPT staff.
101002298096	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager/Housing Strategy and Development Manager	Redress - Heating and hot water system not working properly - upheld - multiple visits and repairs have been carried out to the indoor unit which controls heating and hot water system. Full replacement of system - not upheld - given assurance that unit only would be replaced if necessary rather than whole system. Wants heating system replaced - not upheld - assessment of operation of system is still ongoing. - System has been checked by contractor and awaiting final report which will establish if a new unit or further repairs are required.

101002324628	Investigative - Housing Estate Management	Partially Upheld	Housing Services Manager	<p>Reinforcement - Garage is within the boundaries of the site and in reasonable condition so no justification to remove garage - not upheld.</p> <p>Housing Officer did not follow up concerns re electricity cable or investigate the land ownership question. Housing Service Manager will investigate - upheld.</p> <p>Satisfied garage sites have been allocated in accordance with policy and no applicants have been given preferential treatment. No evidence to suggest we treat people differently due to management of sites - not upheld. - Housing Officer will have discussion with Service Manager to establish why follow up was not completed to ensure this does not happen again.</p>
101002332474	Investigative - Homelessness	Partially Upheld	Housing Needs Operational Manager	<p>Revision - Incorrectly advised by Council that Notice to Quit issued by landlord required complainant to vacate home by 18 Dec 19 - upheld - provided with inaccurate advice on homeless situation.</p> <p>No communication from staff member when requested - not upheld - Officers responded timeously to complainants' requests for advice.</p> <p>Advised at homeless interview that council would not provide details of temp accomm until date vacated current address - not upheld - address of temp accomm can be provided on day of becoming homeless - this policy was provided and explained to complainant in meeting. - Training to be provided to Housing Support staff to ensure type of Tenancy is checked before advice given.</p>
101002332990	Investigative - Complaint Against Staff	Partially Upheld	Area Housing Manager (West)	<p>Reinforcement - Concerns about staff member contacting complainant via Messenger - upheld - no distinctive line between role as AHO and personal relationship.</p> <p>Contacted MC to ask for advice but did not receive call back - not upheld - call back required on 11 Nov - complainant phoned on 11 Nov and discussed with AHO and arranged appt. Contact would have been made with her that day but the complainant called first.</p> <p>Concerns re member of staff dealing with complainant's case - not upheld - staff member had no further dealings with the complainant's case - Staff member to have discussion with Area Housing Manager regarding appropriateness of dealing with personal cases.</p>

101002333643	Investigative - Housing Disputes	Partially Upheld	Area Housing Manager (East)	<p>Reinforcement - No contact from Moray Council regarding response to previous complaint - upheld - visit was made but letter should also have been issued to acknowledge the complaint.</p> <p>Lack of decisive or effective action by Council to address suffering experienced from ongoing ASB incidents - not upheld - council have followed correct procedures and have offered mediation which has been turned down.</p> <p>Visit by housing officer informing complainant that occupants of neighbouring property were adequately housed and no further action would be taken in spite of numerous complaints over 9 months - not upheld as Housing Liaison Officer did confirm neighbours were adequately housed in accordance with council policies but did not state that no further action would be taken but rather that if complainant had any further complaints they should be forwarded to CST. Council will continue to respond to complaints of ASB - Reinforcement that ASB Team will send acknowledgement letters to tenants when they receive complaints.</p>
101002341220	Investigative - Complaint Against Staff	Partially Upheld	Business Manager	<p>Reinforcement - Council Tradesman entered property without permission - not upheld - tradesman knocked and was told to enter property.</p> <p>Complained for 2 years living in sub-standard property - upheld - delay in completing remedial works to heating system. - Discussed policy for dealing with tenants with Tradesman.</p> <p>Schedulers to be advised that booking of flushing complainants heating system was not provided timeously.</p>

#### UPHELD OR PARTIALLY UPHELD COMPLAINTS Q4

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002361712	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	<p>Reinforcement/ Reimbursement - expect the wardrobe to be replaced as a matter of urgency - damage caused to tenant's furniture before tenant moved out while void works were being carried out. - Compensation provided to tenant and talk to be provided to contracts team.</p>

101002362306	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - CPT staff failed to raise a works instruction. Overlooked in error. Works have now been completed in timescale given - Error on part of CPT Team - discussion to take place with team.
101002368523	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Time taken from inspection until works order raised not acceptable. - Timescales to be discussed with team.
101002377247	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Customer wants mould issue resolved and home fixed - Time taken to inspect and raise works not acceptable - Discussion to take place with schedulers regarding acceptable timescales.
101002379828	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement/ Reimbursement - Wants the council to think about the consequences of putting in air source heating to the properties, a good idea to the council but for tenants it is not affordable, its inefficient and unaffordable. Failed to attend within 4 hour target - Contractor has admitted being at fault for time taken to response. OoH duty officer left messages with contractor that were ignored. This was eventually picked up. Fault in system which resulted in tenant paying higher costs - Compensation offered and accepted and tenant to monitor future bills and get back in touch if still high. No compensation though for Right to Repair as heaters were provided day after call was made.
101002387200	Frontline - Complaint Against Staff	Upheld	Business Manager	Reinforcement - Parking in this manner is inconsiderate - Toolbox talk to be provided to appropriate teams.
101002391320	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Foreman Plumber	Reinforcement - OoH Scheduler forgot to pass on the repair to gas engineer in first instance and was reminded when complainant called back - upheld. Gas engineer did arrive within deadline time - not upheld. Gas engineer admitted he responded to tenant's attitude on arrival in an unacceptable manner - attitude part upheld. - Complainant received an apology for customer care and code of conduct. Tool box talk will be carried

				out this week to all parties involved. Complainant is happy with outcome.
101002392704	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - Works completed but the wrong glass was used and workman failed to report this back to scheduler to ensure the correct glass would be replaced. - Discussion to take place with workman to ensure these types of cases are reported back.
101002398357	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement – Wants repairs carried out to a suitable standard for a disabled person - There have been multiple requests for assistance which have gone without response. - CPT Team to receive further instruction due to cases being updated and closed without scheduling of repair occurring.
101002398527	Frontline - Complaint Against Staff	Partially Upheld	Senior Housing Projects Officer	Reinforcement - Upheld - time taken to resolve outstanding repair issues. Not upheld - alleged inappropriate conduct of officer - officer denies this. - CPT Team to discuss learning outcomes from timescales in this case.
101002402698	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Time taken to arrange has been unacceptable. - CPT Team to be advised of delay in scheduling of this.
101002404579	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	Reinforcement - CPT team did not inform DLO that oxidising filters would need to be fitted (as complainant had been instructed) - Apology given to complainant. Filters will be changed. Survey also to be carried out. Complainant happy. CPT Team to be informed that information had not been passed to DLO.
101002407551	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Senior Housing Officer (Strategy)/ DLO Manager	Reinforcement - Upheld - Contractor had complainant's address on insulation works list but did not contact. This has now been rectified. Not upheld - no heating upgrade has been offered. Heating was installed 2006/07 and would not be due for upgrade until 2026/27. Heating has been checked and has been found to be in working condition. Contractor have been made aware of their error. They have

				apologised to the complainant and have arranged for works to take place.
101002409842	Frontline - Complaint Against Staff	Upheld	Heating & Electrical Manager	Reinforcement/ Reimbursement - Member of staff admitted leaving handbrake off in van which damaged complainant's car. Insurance co will contact complainant and tel nos left with complainant should they need to contact again - Member of staff to attend drivers' course at Ashgrove.
101002409983	Frontline - Complaint Against Staff	Upheld	Foreman Plumber	Reinforcement - Engineer found to have made inappropriate comment - Engineer to attend Customer Care Course.
101002415711	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Property should not have been re let in this condition - This has been passed to the Senior HPO for staff training purposes.
101002417427	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement/ Reimbursement - Works should not have commenced without prior approval of complainant regarding type and cost of fence. Price quoted to be reduced - Better communication to be provided by CPT Team.
101002417662	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Business Manager	Reinforcement - Upheld - delay in getting works in kitchen and fencing completed. Not upheld - No damage was caused to the original installation - Department to discuss issue of delay with works and department to rectify issues.
101002418135	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Revision - To have issue resolved - Septic tank and soakaway are within the curtilage of the property and are MC responsibility, not Scottish Water's - CPT Team to be made aware of this type of case.
101002418546	Frontline - Repairs/Capital/Planned maintenance	Partially Upheld	Principal Architect / Principal Quantity Surveyor	Reinforcement / Reimbursement - Workmen did not respect home - Upheld - Workmen did not meet standard of work expected. Bathroom Cabinet Damaged - not upheld - deny damage but admit they did have to re-attend to refit cabinet at a later date. Use of towels - not upheld - no spillage occurred during installation and cannot substantiate this.

				<p>Staining of carpet - not upheld - workers deny spillage so any stain was not due to them.</p> <p>Tumbler Dryer use - not upheld - no evidence to support this.</p> <p>Screw left on kitchen floor which damaged lino - upheld - contractor to compensate.</p> <p>Removal of shelf when radiator replaced - Not upheld - having a shelf above a radiator reduces the effectiveness of heat flow so they did not replace at the time, but they have reinstalled now at complainant's request.</p> <p>On workmen's return to home complainant dissatisfied with their attempt to rectify matters - not upheld - complainant did not let workmen into home which prevented resolution. To seek resolution clerk of Works and Senior Architect to make contact with complainant to discuss compensation for kitchen flooring.</p> <p>Shower was disconnected during installation - Upheld - reconnected after complainant made complaint.</p> <p>Discussions to take place with contractor regarding issues. Clerk of Works will continue to monitor performance of contractor.</p>
101002425443	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	<p>Reinforcement - Contact should have been made with complainant earlier after issues were reported with heating to out of hours engineer that attended.</p> <p>Talk to take place with out of hours engineers to ensure problems are reported back to schedulers.</p>
101002427114	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	<p>Reinforcement - Time taken to deal with repairs is unacceptable. - Issue has been highlighted to relevant staff in a bid to ensure that future communication improves.</p>
101002466494	Frontline - Repairs/Capital/Planned maintenance	Upheld	Business Manager	<p>Reinforcement/ Revision - Unacceptable behaviour from member of staff - Staff member will receive counselling from his manager regarding his behaviour.</p>



101002466661	Frontline - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	Reinforcement - Should have resolved complaint earlier. Repair raised to strip ceiling wallpaper and treat with anti-fungal wash and redecorate once emergency COVID-19 procedure is over. Discussion with schedulers to take place.
101002345084	Investigative - Complaint Against Staff	Partially Upheld	Area Housing Manager (East)	Reinforcement - Tried to contact Housing Officer since April 2019 - not upheld - records show that Housing Officer responded when complainant contacted them. Concerns over dangerous trees overhanging property - not upheld - trees in question are not considered to be in a dangerous condition but overhanging branches will be trimmed. Affordability of heating system for over a year - upheld – the service did not responded adequately to the concerns raised about the high cost of heating bills. Speed of tenants passing front door - not upheld - road safety is not a landlord responsibility and should be reported to Police Scotland or Council's community Safety Team. - CPT to be made aware of delay in dealing with heating issue complainant has to ensure this delay will not happen again.
101002356405	Investigative - Allocations	Partially Upheld	Senior Housing Needs Officer	Reinforcement - Given conflicting information by council re size of property - although application is now correct Council did previously make error in adding household to 5-bedroom list - part-upheld. Suitability of property re physical health - not upheld - complainant required to submit a functional assessment application before suitability of current home can be assessed - not upheld. Member of staff has had discussion with managers to ensure this does not happen again.
101002356538	Investigative - Estates	Partially Upheld	Estates Surveyor	Reinforcement - Council failed to repair the roof of Unit F adequately - upheld - although officers endeavoured to have repairs addressed the performance of contractors has been disappointing and council accepts

				<p>responsibility.</p> <p>Council has not installed a roller door - Not upheld - although council has no obligation, it agreed to assist with design and cost. No timescale for obtaining Building Warrant was agreed - anticipated March/April 2020. Approval of Council's contributions to costs will be required as part of budget setting process for 2020/21. Estates Manager to discuss delays to roof repairs with contractor.</p>
101002366700	Investigative - Repairs/Capital/Planned maintenance	Partially Upheld	DLO Manager	<p>Reinforcement - Issues with performance of heating and gas fire turned off - not upheld - heating system is operational and timescale to replace is not unreasonable. Misinformed about replacement date for windows - upheld - should have communicated a definitive replacement date to complainant earlier - Contracts Team to be informed regarding wrong dates provided to complainant re window replacements. Reinforcement of procedure to be provided.</p>
101002372176	Investigative - Allocations	Partially Upheld	Housing Needs Operational Manager/DLO Manager	<p>Reinforcement - Application for housing was awarded incorrect level of points – upheld</p> <p>Error with points resulted in not being offered a new build - not upheld - error did not result in losing out on any offer.</p> <p>Position reduced from 2nd to 6th following correction - not upheld - not eligible for need to reside points for Mosstodloch - positions on list change continuously. How many others have incorrect point and cause knock on effect? - not upheld - prior to offers of accommodation being made vigorous checks are made to ensure procedures have been followed.</p> <p>House has damp and you can get offered more points for this - not upheld - treatment will be carried out now this has been reported - points for poor property condition are not applicable to Council properties.</p> <p>Previously requested to have storage heaters changed</p>

				<p>and told no options to upgrade - not upheld - the council does intend to replace heating system and will confirm date as soon as details of replacement programme are forthcoming.</p> <p>Housing Team has been made aware of error and reinforcement of procedures has taken place.</p>
101002386066	Investigative - Repairs/Capital/Planned maintenance	Upheld	DLO Manager	<p>Reinforcement - Should have contacted the complainant to explain that the delay in completing the repair was due to adverse weather conditions and labour resources.</p> <p>Scheduling team to be made aware of this case to ensure this type of incident does not occur again.</p>

## Complaints Monitoring Report Integrated Children's Services

Quarter 4 2019/20 – 1 January – 31 March 2020

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20
Total number of complaints received	13	8	5	11	13
Total number of complaints closed	6	14	6	11	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 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	0	0%	1	16.7%	10	91%	4	67%
Number of complaints closed - Investigative	6	100%	14	100%	5	83.3%	1	9%	1	16.7%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	1	16.7%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	-	0	-	0	0%	5	45%	2	50%
Number of Frontline complaints partially upheld	0	-	0	-	0	0%	1	9%	0	0%
Number of Frontline complaints not upheld	0	-	0	-	1	100%	4	36%	2	50%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	33%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	3	50%	6	43%	0	0%	1	100%	0	0%
Number of Investigative complaints not upheld	1	17%	8	57%	5	100%	0	0%	1	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20	
	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	-	1	100%
Number of Escalated complaints not upheld	0	-	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 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20
Average time in working days for a full response - Frontline	N/A	N/A	6	5	4
Average time in working days for a full response - Investigative	29	40	19	33	15
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	13

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 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20	
	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	5	50%	4	100%
Number of complaints closed within 20 working days - Investigative	4	67%	3	21%	3	60%	0	0%	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	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	Q4 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20	
	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	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	1	17%	2	14%	N/A	N/A	N/A	N/A	2	100%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002386819	Policy and Procedure	Upheld	Alan Johnstone, Senior Social Worker	To discuss issue with allocated worker and ensure improved communication.

101002392929	Other	Upheld	Alan Johnstone, Senior Social Worker	Small working group established to consider how best to support young people and their families where there is 'no further action' from a Joint Interview
<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>				
<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
101002369229	Complaint Against Staff	Partially Upheld	Karen McWhinney, Senior Social Worker	When organising family time consideration should be given to family's financial situation and not be placed in situations that result in experiencing financial hardship

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

**Quarter 4 2019/20 – 1 January – 31 March 2020**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20
Total number of complaints received	13	16	8	18	20
Total number of complaints closed	10	15	9	21	17
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 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	7	70%	8	53%	4	44.4%	13	62%	8	47%
Number of complaints closed - Investigative	3	30%	7	47%	5	55.6%	8	38%	9*	53%
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 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	6	86%	2	25%	1	25%	0	0%	5	63%
Number of Frontline complaints partially upheld	0	0%	1	13%	1	25%	0	0%	1	13%
Number of Frontline complaints not upheld	1	14%	5	63%	2	50%	13	100%	2	25%



\*Nine Investigative complaints closed, only eight have resolutions (101002427195 case was cancelled within 2 days)

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	2	29%	0	0%	2	25%	2	22%
Number of Investigative complaints partially upheld	0	0%	1	14%	2	40%	1	12.5%	1	11
Number of Investigative complaints not upheld	2	67%	4	57%	3	60%	5	62.5%	5	56%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage											
ESCALATED	Q4 2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		
	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 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20
Average time in working days for a full response - Frontline	3	4	4	4	5
Average time in working days for a full response - Investigative	16	30	22	34	18
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 2018/19		Q1 2019/20		Q2 2019/20	
	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	7	100%	8	100%	3	75%
Number of complaints closed within 20 working days - Investigative	3	100%	3	38%	2	40%
Number of complaints closed within 20 working days - Escalated	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 2018/19		Q1 2019/20		Q2 2019/20	
	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	1	25%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	14%	2	40%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002374811	Complaint Against Staff	Upheld	Ken Brown	Swimming class to be taken by different instructor
101002357661	Complaint Against Staff	Partially Upheld	Grant McCutcheon	Guidance and procedure to be updated.

101002370319	Other	Upheld	Patricia Cameron	Sanctions taken against pupil and expectations clarified.
<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>				
101002398754	Process/Procedure	Upheld	Patricia Cameron	Personal learning rather than organisational learning
101002403743	Complaint Against Staff	Partially Upheld	Georgina Young	Personal learning and management guidance for the class teacher.
101002414162	Process/Procedure	Upheld	Kyle Scott	Staff made aware of the need to pass on information.
101002466984	Bullying	Upheld	Janice Simpson	Personal learning for staff member to advise parents of incidents.
101002331627	Process/Procedure	Upheld	Grant McCutcheon	<ul style="list-style-type: none"> <li>• A range of assessments are currently being undertaken to support the planning and ongoing tracking of child's progress.</li> <li>• Child's Learner Profile is being updated and will be shared with parents. This will then form part of the discussion at a Child's Planning Meeting.</li> <li>• The next Child's Planning Meeting is scheduled to take place at the school on 14 January 2020 at 8.30 am. This meeting will be chaired by the Acting Head Teacher, and the ESO(ASN) will be present.</li> <li>• A weekly assessment of child's progress will be prepared by her class teacher and the Principal Teacher (ASN). These assessments will be shared with parents.</li> <li>• Reasonable adjustments are being made to support child in the physical education curriculum.</li> </ul>
101002372676	Other	Upheld	Joanna Shirriffs	Focus on child's planning and more regular planning meetings.

