

COMPLAINTS MONITORING REPORT

CHIEF EXECUTIVE'S

QUARTER 1 April – June 2013

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2013 – May 2013). For the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 1	7	2 (33%)		4 (67%)
Comment: In quarter 1, 2 Frontline and 4 Investigative complaints were received; there was also one complaint referred to the ombudsman.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 1 – Frontline			1 (50%)
Quarter 1 – Escalated	N/A		
Quarter 1 – Investigative	1 (25%)	1 (25%)	2 (50%)
Comment:			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 1	1 day		25 days
Comment: In quarter 1, 6 complaints were fully responded to.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 1	2 (100%)		2 (50%)
Comment: In quarter 1, 2 of the 6 complaints received were responded to within target timescales.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 1		2 (100%)
Comment: In quarter 1, 2 complaints were responded to over the 5 day target timescale; both of these had an extension agreed.		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Frontline	Part Upheld	PPR and Communication Officer	Advice/guidelines given regarding conducting mediation sessions.

COMPLAINTS MONITORING REPORT

CORPORATE SERVICES

QUARTER 1 April – June 2013

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Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 1	32	29 (91%)		3 (9%)
Comment: In quarter 1, 29 Frontline and 3 Investigative complaints were received.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 1 – Frontline		14 (48%)	4 (14%)	11 (38%)
Quarter 1 – Escalated	N/A			
Quarter 1 – Investigative			1 (33%)	2 (67%)
Comment:				

Indicator – Average Times

The average time in working days for a full response to complaints at each stage				
		No of days Frontline	No of days Escalated	No of days Investigative
Quarter 1		2 days		8 days
Comment: In quarter 1, 32 complaints were fully responded to and of these there were ten Frontline complaints answered on the day they were received.				

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days				
		No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 1		27 (93%)		3 (100%)
Comment: In quarter 1, 30 of the 32 complaints received were responded to within target timescales.				

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 1		
Comment: In quarter 1, 2 complaints were responded to over the 5 day target timescale; neither of these had an extension agreed.		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Frontline	Upheld	Appeals and Recovery Officer	Review and amend email document forwarding procedures and provide training. Review processing procedures to prevent unnecessary avoidance of self employed based claims. Assess needs for and arrange provision of self employed claims training where necessary.
Frontline	Part Upheld	Appeals and Recovery Officer	Reinforce the need to check notification letters for accuracy prior to spooling and monitor compliance. Consider the relevance and need for content of paragraphs imported into nil entitlement notifications and amend accordingly.

COMPLAINTS MONITORING REPORT

DEVELOPMENT SERVICES

QUARTER 1 April – June 2013

Notes: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (March 2013 – May 2013). For the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same.

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 1	17	6 (35%)	0	11 (65%)
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 1 – Frontline	0	3 (50%)	3 (50%)
Quarter 1 – Escalated	0	0	1(100%)
Quarter 1 – Investigative	0	2 (18%)	9 (82%)
Comment:			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 1	5.8	n/a	17.8
Comment: One Frontline response was 10 days late because of the officer dealing with it was unavailable.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 1	5 (83%)	0	10 (91%)
Comment: One Frontline response was 10 days late because of the officer dealing with it was unavailable. One Investigative complaint was the subject of a Holding Letter.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 1	0	1 (100%)
Comment:		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Process/Procedure	Part-Upheld	Manager Development Management	Reinforce policy of making presentations to the public.
Process/Procedure	Part-Upheld	Manager Development Management	Staff reminded of the need to be accurate especially in relation to Listed Buildings.
Process/Procedure	Part-Upheld	Head of Development Services	Review of current procedures for Landlord Registration
Other	Part-Upheld	Manager Development Management	The process of handover of work when staff leave is to be improved.

COMPLAINTS MONITORING REPORT

DIRECT SERVICES

QUARTER 1 April – June 2013

Note: (to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (March 2013 – May 2013). For the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same.

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 1	18	18 (100%)	0	0
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 1 – Frontline	0	1 (6%)	0
Quarter 1 – Escalated	n/a	n/a	n/a
Quarter 1 – Investigative	n/a	n/a	n/a
Comment: One Frontline complaint was part-upheld and the customer received an apology authorised by the Environmental Protection Manager.			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 1	2.6	n/a	n/a
Comment:			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 1	18 (100%)	n/a	n/a
Comment:			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 1	0	n/a
Comment:		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken

COMPLAINTS MONITORING REPORT

EDUCATION & SOCIAL CARE

QUARTER 1 April – June 2013

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2013 – May 2013). For the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 1	19	4 (100%)		15 (100%)
Comment: In quarter 1, 19 complaints were received; 15 x investigative and 4 frontline.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 1 – Frontline		2 (50%)	2 (50%)
Quarter 1 – Escalated	N/A		
Quarter 1 – Investigative	2 (8%)	1 (8%)	12 (84%)
Comment: In quarter 1, 4 frontline complaints were fully responded to in a total of 11 days; an average of 3 days per complaint. In addition the 15 investigative complaints were fully responded to in a total of 150 days; an average of 10 days per complaint.			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 1	3 days		10 days
Comment: In quarter 1, 4 frontline complaints were fully responded to in a total of 11 days; an average of 3 days per complaint. In addition the 15 investigative complaints were fully responded to in a total of 150 days; an average of 10 days per complaint.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 1	4 (100%)		13 (100%)
Comment: In quarter 1, all 19 complaints received were responded to within target timescales.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 1	NA	
Comment:		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Complaint against staff	Upheld	Head of Integrated Children's Services	Redress – Advice and guidance given to instructor regards their conduct in class.
Complaint against staff	Part upheld	Quality Improvement Officer	Redress – Apology provided to parents for mix up in identifying wrong pupil, reason for mistake explained to parents.
Other	Part upheld	Quality Improvement Officer	Review / Advice – (1) Acknowledged there was insufficient copies of class reading book. (2) Cycling policy for school to be reviewed and updated.
Other	Part upheld	Quality Improvement Officer	Redress – Apology sent to parent for lack of communication regards school photograph.
Complaint against staff	Upheld	Quality Improvement Officer	Reinforcement – Teacher reminded of importance in keeping lessons focused. After school revision club set up prior to SQA exams.

COMPLAINTS MONITORING REPORT

INTEGRATED CHILDREN SERVICES

QUARTER 1 April – June 2013

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2013 – May 2013)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 1				
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 1 – Frontline	NA		
Quarter 1 – Escalated			
Quarter 1 – Investigative		2 (40%)	3 (60%)
Comment:			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 1			21 days
Comment:			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 1			2 (40%)
Comment:			
All complaints not responded to within set timescales were extended.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 1		3 (60%)
Comment: Two complaints were extended due to key staff being unavailable during the set timescale. One complaint extended as initial investigating officer felt they were not best placed to respond and additional time was required to allow for the change.		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Other	Part Upheld	Social Work Area Manager	Apology made that children's Christian names were incorrectly spelled. Apology made if the social worker involved with the family did not advise complainants about their ability to bring a legal representative to case conference meetings – the responsibility to provide this information to families was reinforced to all social workers.
Against Staff	Part Upheld	Childcare Team Manager	Acknowledgement that the facts of an event should have been clarified with all parties involved. This has been discussed with the social worker concerned in order to avoid a similar situation in the future. An apology was given for not keeping complainant informed following initial telephone contact.

COMPLAINTS MONITORING REPORT
HOUSING AND PROPERTY SERVICES

QUARTER 1 April – June 2013

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 1	21	7 (33%)	0	13 (62%)
Comment: One Investigative complaint's outcome has still to be determined.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 1 – Frontline	3 (43%)	2 (28%)	2 (28%)
Quarter 1 – Escalated	0	0	0
Quarter 1 – Investigative	4(29%)	4(29%)	5 (36%)
Comment:			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 1	3.0	n/a	14.6
Comment: Two Investigative complaints were the subject of a Holding Letter.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 1	7 (100%)	0	11 (79%)
Comment: One Investigative complaint's outcome has still to be determined and 2 Investigative complaints were the subjects of Holding Letters.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 1	n/a	2 (100%)
Comment:		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken