

COMPLAINTS MONITORING REPORT

CHIEF EXECUTIVE'S OFFICE

QUARTER 1 April – June 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2014 – May 2014)

Notes: for the purposes of complaint reporting, Social Work 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	3			3 (100%)
Quarter 4	2			2 (100%)
Quarter 3	0			
Quarter 2	2			2 (100%)
Quarter 1	6	2 (33%)		4 (67%)
Comment: 3 investigative complaints were received during Quarter 1 of 2014-15 which is half the number received at the same point last year.				
Notes: Excluded MP/MSP and out with the complaints procedure				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline 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			
Quarter 4			
Quarter 3			
Quarter 2			
Quarter 1			1 (50%)
Comment:			
Notes: Calculation based on number and percentage of complaints closed			

Number of Escalated 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			
Quarter 4			
Quarter 3			
Quarter 2			
Quarter 1			
Comment:			

Number of Investigative 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		2 (67%)	1 (33%)
Quarter 4			2 (100%)
Quarter 3			
Quarter 2			2 (100%)
Quarter 1	1 (25%)	1 (25%)	2 (50%)
Comment:			
Notes: Calculation based on number and percentage of complaints closed			

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			36 days
Quarter 4			14 days
Quarter 3			
Quarter 2			13 days
Quarter 1	2 day		26 days
Comment:			
Notes:			

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			1 (33%)
Quarter 4			2 (100%)
Quarter 3			
Quarter 2			1 (50%)
Quarter 1	2 (100%)		2 (50%)
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		1 (50%)
Quarter 4		
Quarter 3		
Quarter 2		0 (0%)
Quarter 1		2 (100%)

Comment: 2 complaints were out with timescales and only 1 had an extension request.

Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.

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

COMMUNITY CARE

QUARTER 1 April to June 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2014 - May 2014)

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 closed				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 1 14/15	4	0 (0%)	0 (0%)	3 (75%)
Quarter 4 13/14	4	2 (40%)	0 (0%)	3 (60%)
Quarter 3 13/14	5	2 (22%)	0 (0%)	7 (78%)
Quarter 2 13/14	5	0 (N/A%)	0 (N/A%)	5 (62%)
Comment: In quarter 1, 4 Investigative complaints were received.				
Notes: There were 7 additional MSP/MP enquiries, and 2 informal enquiries.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline 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 14/15	0	0 (0%)	0 (N/A%)	0 (0%)
Quarter 4 13/14	2	1 (50%)	0 (N/A%)	1 (50%)
Quarter 3 13/14	2	0 (0%)	1 (50%)	1 (50%)
Quarter 2 13/14	N/A	0 (N/A%)	0 (N/A%)	0 (N/A%)
Comment: Notes: Calculation based on number and percentage of complaints closed				

Number of Escalated 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 14/15	N/A	0 (N/A%)	0 (N/A%)	0 (N/A%)
Quarter 4 13/14	N/A	0 (N/A%)	0 (N/A%)	0 (N/A%)
Quarter 3 13/14	N/A	0 (N/A%)	0 (N/A%)	0 (N/A%)
Quarter 2 13/14	N/A	0 (N/A%)	0 (N/A%)	0 (N/A%)
Comment:				

Number of Investigative 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 14/15	3	1 (33%)	0 (N/A%)	2 (67%)
Quarter 4 13/14	3	1 (33%)	2 (67%)	0 (N/A%)
Quarter 3 13/14	7	0 (N/A%)	3 (43%)	4 (57%)
Quarter 2 13/14	5	3 (60%)	1 (20%)	1 (20%)
Comment:				
Notes: Calculation based on number and percentage of complaints closed				

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 14/15	N/A	N/A	29 days
Quarter 4 13/14	2	N/A	19 days
Quarter 3 13/14	3	N/A	24 days
Quarter 2 13/14	N/A	N/A	22 days
Comment:			
In quarter 1, 3 investigative complaint stages were fully responded to.			
Notes: Calculation based on not counting date of receipt but counting actual response date.			

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 14/15	0 (N/A%)	0 (N/A%)	2 (66%)
Quarter 4 13/14	2 (100%)	0 (N/A%)	3 (100%)
Quarter 3 13/14	2 (100%)	0 (N/A%)	2 (29%)
Quarter 2 13/14	0 (N/A%)	0 (N/A%)	2 (40%)
Comment:			
In quarter 1, 1 complaint was responded to out with the target timescale.			

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 14/15	0 (N/A)	0 (N/A)
Quarter 4 13/14	0 (N/A)	0 (N/A)
Quarter 3 13/14	0 (N/A)	4 (80%)
Quarter 2 13/14	0 (N/A)	3 (100%)
Comment:		

Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.

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
Investigative Complaint – Process/Procedure (Stage 1 & 2)	Upheld	Community Care – Service Manager	Reinforcement: Ensure that a full and up to date assessment is carried out on transfer of care.

COMPLAINTS MONITORING REPORT

CORPORATE SERVICES

QUARTER 1 April – June 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2014 – May 2014)

Notes: for the purposes of complaint reporting, Social Work 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	18 (95%)		1 (5%)
Quarter 4	9	8 (89%)		1 (11%)
Quarter 3	10	7 (70%)	1 (10%)	2 (30%)
Quarter 2	14	12 (86%)		2 (14%)
Quarter 1	32	29 (91%)		3 (9%)
Comment: There were twice as many complaints received in Quarter 1 compared to the previous quarter but is almost half the number received in the same period last year.				
Notes: Excluded MP/MSP and out with the complaints procedure				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline 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	5 (28%)	1 (5%)	12 (67%)
Quarter 4	2 (25%)		6 (75%)
Quarter 3	4 (57%)		3 (43%)
Quarter 2	5 (42%)	2 (16%)	5 (42%)
Quarter 1	14 (48%)	4 (14%)	11 (38%)
Comment:			
Notes: Calculation based on number and percentage of complaints closed			

Number of Escalated 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			
Quarter 4			
Quarter 3			1 (100%)
Quarter 2			
Quarter 1			
Comment:			

Number of Investigative 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			1 (100%)
Quarter 4		1 (100%)	
Quarter 3			2 (100%)
Quarter 2		1 (50%)	1 (50%)
Quarter 1		1 (33%)	2 (67%)
Comment:			
Notes: Calculation based on number and percentage of complaints closed			

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	4 days		9 days
Quarter 4	7 days		22 days
Quarter 3	4 days	15 days	9 days
Quarter 2	4 days		13 days
Quarter 1	3 days		9 days
Comment: Response times have improved considerably from the previous quarter and are back in line with normal response times.			
Note: figure is number of days complaints answered within, day complaint received is day 1			

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%)		1 (100%)
Quarter 4	4 (50%)		0 (0%)
Quarter 3	7 (100%)		3 (100%)
Quarter 2	11(92%)		2 (100%)
Quarter 1	27 (93%)		3 (100%)
Comment: In quarter 1, all 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		
Quarter 4	0 (0%)	0 (0%)
Quarter 3		
Quarter 2	0 (0%)	
Quarter 1	0 (0%)	

Comment: No complaints were closed out with timescales.

Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.

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	Staff reminded of the importance of data input accuracy at staff meeting.
Frontline	Upheld	Appeals and Recovery Officer	Revenues Management aware of pressure on Visiting Team and have reallocated resources where necessary and continue to monitor progress.
Frontline	Upheld	Appeals and Recovery Officer	Each team contacted to alert them to the possibility of a similar error where a correspondence address is in use.
Frontline	Upheld	Taxation Officer	Reminder to staff regarding evidence required for second home property.

COMPLAINTS MONITORING REPORT

DEVELOPMENT SERVICES

QUARTER 1 April – June 2014

Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (March 2014 – May 2014)

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
2014/15 Quarter 1	14	5(36%)	0	9(64%)
2013/14 Quarter 4	4	2(50%)	0	2(50%)
2013/14 Quarter 3	8	2(25%)	6(75%)	0
2013/14 Quarter 2	8	5(62%)	0	3(37%)
2013/14 Quarter 1	17	6 (35%)	0	11 (65%)
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline 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	
2014/15 Quarter 1	1(20%)	0	4(80%)	
2013/14 Quarter 4	0	1(50%)	1(50%)	
2013/14 Quarter 3	1(50%)	0	1(50%)	
2013/14 Quarter 2	0	2(40%)	3(60%)	
2013/14 Quarter 1	0	3 (50%)	3 (50%)	
Comment:				

Number of Escalated 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	
2014/15 Quarter 1	n/a	n/a	n/a	
2013/14 Quarter 4	n/a	n/a	n/a	
2013/14 Quarter 3	0	1(17%)	5(83%)	
2013/14 Quarter 2	n/a	n/a	n/a	
2013/14 Quarter 1	0	0	1(100%)	
Comment:				

Number of Investigative 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	
2014/15 Quarter 1	0	1(11%)	8(88%)	
2013/14 Quarter 4	0	0	2(100%)	
2013/14 Quarter 3	0	0	0	
2013/14 Quarter 2	0	0	3(100%)	
2013/14 Quarter 1	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
2014/15 Quarter 1	2.8	n/a	14.0
2013/14 Quarter 4	4.5	n/a	14.5
2013/14 Quarter 3	2.5	19.3	n/a
2013/14 Quarter 2	2.2	n/a	17.3
2013/14 Quarter 1	5.8	n/a	17.8

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)
2014/15 Quarter 1	5(100%)	n/a	9(100%)
2013/14 Quarter 4	2 (100%)	n/a	2 (100%)
2013/14 Quarter 3	2(100%)	5(83%)	n/a
2013/14 Quarter 2	5(100%)	n/a	3(100%)
2013/14 Quarter 1	5 (83%)	n/a	10 (91%)

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)
2014/15 Quarter 1	0	0
2013/14 Quarter 4	0	0
2013/14 Quarter 3	0	0
2013/14 Quarter 2	0	0
2013/14 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
ID 6912 Complaint against staff	Part-upheld	Environmental Health Manager	Officers are to show authorisation as a matter of routine where they are not known to the customer.

COMPLAINTS MONITORING REPORT

DIRECT SERVICES

QUARTER 1 April – June 2014

Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (March 2014 – May 2014)

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
2014/15 Quarter 1	49	44 (90%)	4 (8%)	1 (2%)
2013/14 Quarter 4	25	23 (92%)	2 (8%)	0
2013/14 Quarter 3	26	21 (81%)	4 (15%)	1 (4%)
2013/14 Quarter 2	25	23 (92%)	0	2 (8%)
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline 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	
2014/15 Quarter 1	4 (9%)	2 (4%)	38 (86%)	
2013/14 Quarter 4	1 (4%)	0	22 (96%)	
2013/14 Quarter 3	3 (14%)	1 (5%)	16 (76%)	
2013/14 Quarter 2	3 (13%)	0	20 (87%)	
Comment:				

Number of Escalated 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	
2014/15 Quarter 1	0	0	4 (100%)	
2013/14 Quarter 4	0	1 (50%)	1 (50%)	
2013/14 Quarter 3	0	0	4 (100%)	
2013/14 Quarter 2	n/a	n/a	n/a	
Comment:				

Number of Investigative 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	
2014/15 Quarter 1	0	0	1 (100%)	
2013/14 Quarter 4	0	0	0	
2013/14 Quarter 3	0	0	1 (100%)	
2013/14 Quarter 2	0	0	2 (100%)	
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
2014/15 Quarter 1	2.8	16.2	19.0
2013/14 Quarter 4	3.0	11.5	0
2013/14 Quarter 3	4.4	19	26
2013/14 Quarter 2	3.2	n/a	20
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)
2014/15 Quarter 1	42 (95%)	3 (75%)	1 (100%)
2013/14 Quarter 4	21 (91%)	2 (100%)	n/a
2013/14 Quarter 3	11 (52%)	3 (75%)	0 (0%)
2013/14 Quarter 2	16 (69%)	n/a	1(50%)
Comment: Two frontline complaints (IDs 6987, and 6993) were 1 day late due to workload. One escalated investigative complaint (ID 6697) was 3 days late because of a combination of annual leave and the need to obtain further information.			

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)
2014/15 Quarter 1	0	0
2013/14 Quarter 4	0	0
2013/14 Quarter 3	0	1 (20%)
2013/14 Quarter 2	0	0
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
ID 6759 Disabled Parking	Upheld	Senior Engineer Traffic	Complaints to the section now go to more than one email address from the Contact Centre.
ID 6762 Roads Maintenance	Part- Upheld	Roads Maintenance Manager	Staff were reminded about erecting and removing signage at the appropriate time.

Type of Complaint	Outcome	Responsible Officer	Action taken
ID 6878 Household Collections	Upheld	Cleansing Officer	Staff were reminded that political stickers should not be displayed on council vehicles.

COMPLAINTS MONITORING REPORT

EDUCATION & SOCIAL CARE

(Schools & Curriculum Development and Lifelong Learning, Culture and Sport)

QUARTER 1 April 2014 – June 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2014 – May 2014)

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	15	9 (60%)	-	6 (40%)
Quarter 4	15	6 (40%)	-	9 (60%)
Quarter 3	20	5 (25%)	-	14 (70%)
Quarter 2	19	3 (30%)	-	7 (70%)
Quarter 1	19	4 (21%)	-	15 (79%)
Comment: In quarter 1, a total of fifteen complaints were received and closed within the period, nine at the frontline and six at the investigative stage.				
Notes: Excluded MP/MSP and out with the complaints procedure				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline 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	1 (11%)	1 (11%)	7 (78%)
Quarter 4	-	1 (17%)	5 (83%)
Quarter 3	1 (20%)	2 (40%)	2 (40%)
Quarter 2	1 (33%)	1 (33%)	1 (33%)
Quarter 1	-	2 (50%)	2 (50%)
Comment: Notes: Calculation based on number and percentage of complaints closed			

Number of Escalated 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	N/A		
Quarter 4	N/A		
Quarter 3	N/A		
Quarter 2	N/A		
Quarter 1	N/A		

Comment:

Number of Investigative 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	2 (33%)	-	4 (67%)
Quarter 4	6 (67%)	1 (11%)	2 (22%)
Quarter 3	5 (36%)	7 (50%)	2 (14%)
Quarter 2	1 (14%)	4 (57%)	2 (29%)
Quarter 1	2 (13%)	1 (7%)	12 (80%)

Comment:

Notes: Calculation based on number and percentage of complaints **closed**

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	2.3	-	15.7
Quarter 4	2	-	22.6
Quarter 3	0.6	-	14.4
Quarter 2	4.3	-	8.3
Quarter 1	3	-	10

Comment:

The 9 complaints resolved at the frontline were responded to in a total of 21 days, an average of 2.3 days per complaint. None exceeded the 5 day response timescale.

The 6 investigative complaints were responded to in a total of 94 days, an average of 15.7 days per complaint. Two complaints exceeded the 20 day timescale, one of which had an extension agreed due to the school holidays.

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	9 (100%)	-	4 (67%)
Quarter 4	6 (100%)	-	5 (56%)
Quarter 3	5 (100%)	-	13 (93%)
Quarter 2	2 (67%)	-	7 (100%)
Quarter 1	4 (100%)	-	15 (100%)

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		-	2 (33%)
Quarter 4		-	1 (25%)
Quarter 3		-	1 (50%)
Quarter 2		N/A	-
Quarter 1		N/A	-
Comment: In Quarter 1, two investigative complaints had agreed extensions due to the Easter break – both were responded to within the revised timescale. Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.			

Indicator – Learning from complaints (Quarter 1)

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	Upheld	Quality Improvement Officer	Redress – Acknowledged staffing problem at the school, efforts continued to address the situation.
Other	Upheld	Depute Head Teacher	Redress - Acknowledged possible inconvenience with amended school bus service, additional school bus put on for the day in question.
Other	Part upheld	Head Teacher	Reinforcement – School acknowledged complaint of littering problem in Fochabers, pupils reminded of civic responsibilities and prefects will continue to monitor pupil behaviour at lunchtimes.
Complaint about Staff	Upheld	Quality Improvement Officer	Reinforcement – Member of staff reminded of professional standards required at all times.

COMPLAINTS MONITORING REPORT

INTEGRATED CHILDREN SERVICES

QUARTER 1 April 2014 – June 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears March 2014 – May 2014)

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	9	-	-	9 (100%)
Comment: In quarter 1, nine stage one complaints were received all of which were closed at that stage.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline 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	N/A	-	-	-
Comment:				

Number of Escalated 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	N/A	-	-	-
Comment:				

Number of Investigative 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		7 (78%)	1 (11%)	1 (11%)
Comment: Notes: Calculation based on number and percentage of complaints closed				

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		-	-	23
Comment: In quarter 1, nine investigative complaints were fully responded to in a total of 211 days; an				

average of 23 days per complaint. Three complaints took over 30 days for the final response due to the complexity of the investigations (complainants informed and accepted extensions).

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 (56%)
Comment: In quarter 1, four complaints missed response timescale targets – three had agreed extensions while the other one was 2 days late.			

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
Quarter 1	-	3 (33%)
Comment: In quarter 1, three complaints received authorised extensions due to the complex nature of the complaints.		

Indicator – Learning from complaints (Quarter 1)

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	Part upheld	Head of Integrated Children's Services	Reinforcement of need to follow existing protocol in a timely fashion
Other	Upheld	Corporate Parenting & Commissioning Manager	Review of processes: - Timescale to be advised at start - Lines of communication to be determined at start - Reinforcement of need to advise of postponement / change to meetings

COMPLAINTS MONITORING REPORT
HOUSING AND PROPERTY SERVICES

QUARTER 1 April – June 2014

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
2014/15 Quarter 1	48	13 (27%)	0	35 (73%)
2013/14 Quarter 4	46	12 (26%)	0	33 (72%)
2013/14 Quarter 3	31	10 (32%)	21 (68%)	0
2013/14 Quarter 2	31	14 (45%)	17 (55%)	0
2013/14 Quarter 1	21	7 (33%)	14 (67%)	0
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline 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	
2014/15 Quarter 1	2 (15%)	1 (8%)	10 (77%)	
2013/14 Quarter 4	3 (25%)	2 (17%)	7 (58%)	
2013/14 Quarter 3	6 (60%)	1 (10%)	3 (30%)	
2013/14 Quarter 2	3 (21%)	3 (21%)	8 (58%)	
2013/14 Quarter 1	3 (43%)	2 (28%)	2 (28%)	
Comment:				

Number of Escalated 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	
2014/15 Quarter 1	0	0	0	
2013/14 Quarter 4	0	0	0	
2013/14 Quarter 3	4 (19%)	2 (10%)	15 (71%)	
2013/14 Quarter 2	3 (18%)	3 (18%)	11 (65%)	
2013/14 Quarter 1	4(29%)	4(29%)	5 (36%)	
Comment:				

Number of Investigative 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	
2014/15 Quarter 1	11 (31%)	2 (6%)	22 (63%)	
2013/14 Quarter 4	9(27%)	6(18%)	18(55%)	
2013/14 Quarter 3	0	0	0	
2013/14 Quarter 2	0	0	0	
2013/14 Quarter 1	0	0	0	

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
2014/15 Quarter 1	2.2	n/a	17.5
2013/14 Quarter 4	2.6	n/a	16.7
2013/14 Quarter 3	2.7	17.1	n/a
2013/14 Quarter 2	1.3	16.5	n/a
2013/14 Quarter 1	3.0	14.6	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)
2014/15 Quarter 1	13 (100%)	0	31 (89%)
2013/14 Quarter 4	12 (100%)	0	28(85%)
2013/14 Quarter 3	10 (100%)	19 (90%)	0
2013/14 Quarter 2	14 (100%)	16 (94%)	0
2013/14 Quarter 1	7 (100%)	11 (79%)	0

Comment:

1 investigative complaint (id 6935) was 8 working days late. The delay was due to translation problems and because there was an error in not initially recording the message from the complainant as a complaint.

3 investigative complaints (ids 6754, 6834, 6779) were 6, 4, and 5 working days late respectively. However, for all 3, holding letters were sent before the due dates and the responses were within the extended 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)
2014/15 Quarter 1	0	3 (9%)
2013/14 Quarter 4	0	2 (6%)
2013/14 Quarter 3	0	2 (10%)
2013/14 Quarter 2	0	1 (6%)
2013/14 Quarter 1	0	2 (14%)

Comment:

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
6766	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Building Services Manager to review the appointments system.
6871	Complaint against Staff	Upheld	Housing Services Manager	A review is being undertaken to look at the customer contact in relation to garage sites.
6872	Repairs/Capital/Planned maintenance	Upheld	Asset Manager	The contractor is no longer used by the council.
6908	Repairs/Capital/Planned maintenance	Upheld	Head of Service	A senior manager spoke with the supervisors concerned to ensure that future works are co-ordinated better in order to minimise disruption and delays to tenants.