

Complaints Monitoring Report

Chief Executive's Office

Quarter 4 2014/15 - January to March 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears December 2014 – February 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	2	N/A	3	N/A	0	N/A	0	N/A	3	N/A
Number of complaints closed - Frontline	0	0%	0	0%	0	N/A	0	N/A	2	67%
Number of complaints closed - Investigative	2	100%	3	100%	0	N/A	0	N/A	1	33%
Number of complaints closed - Escalated	0	0%	0	0%	0	N/A	0	N/A	0	0%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Frontline complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	2	100%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	N/A	0	N/A	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	N/A	0	N/A	0	0%
Number of Investigative complaints not upheld	2	100%	1	33%	0	N/A	0	N/A	1	100%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	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

	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15
Average time in working days for a full response - Frontline	0	0	0	0	2
Average time in working days for a full response - Investigative	14	36	0	0	22
Average time in working days for a full response - Escalated	0	0	0	0	0

Notes: One Investigation complaint was 2 days late because there was a transition of staff.

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	0	N/A	0	N/A	0	N/A	2	100%
Number of complaints closed within 20 working days - Investigative	0	N/A	0	N/A	0	N/A	1	N/A	0	N/A
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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

Complaints Monitoring Report Community Care

Quarter 4 2014/15 - January to March 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears December 2014 – February 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	4	N/A	4	N/A	4	N/A	7	N/A	3	N/A
Number of complaints closed - Frontline	2	40%	0	0%	2	50%	1	14%	0	0%
Number of complaints closed - Investigative	3	60%	3	75%	2	50%	6	86%	2	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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	50%	1	33%	1	50%	1	100%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	50%	0	0%	0	0%
Number of Frontline complaints not upheld	1	50%	2	67%	0	0%	0	0%	0	0%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	0	0%	1	50%	0	0%	1	50%
Number of Investigative complaints partially upheld	2	67%	0	0%	0	0%	2	33%	0	0%
Number of Investigative complaints not upheld	0	0%	0	0%	1	50%	4	67%	1	50%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	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

	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15
Average time in working days for a full response - Frontline	2	N/A	1	1	N/A
Average time in working days for a full response - Investigative	19	29	2	16	16
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	100%	0	0%	2	100%	1	100%	0	0%
Number of complaints closed within 20 working days - Investigative	3	100%	2	66%	2	100%	5	83%	2	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Notes: In quarter 4 no investigative complaints were responded to outside to the target timescale.										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	N/A	0	N/A	1	100%	0	0%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
	SW Stage 1 Complaints against service assessment	Upheld	Head of Service	Reinforcement: Department to ensure staff are aware of procedures

Complaints Monitoring Report

Corporate Services

Quarter 4 2014/15 - January to March 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears December 2014 – February 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	9	N/A	19	N/A	8	N/A	9	N/A	2	N/A
Number of complaints closed - Frontline	8	80%	18	90%	6	67%	5	63%	0	0%
Number of complaints closed - Investigative	1	10%	1	5%	2	22%	2	25%	2	100%
Number of complaints closed - Escalated	1	10%	1	5%	1	11%	1	13%	0	0%

Notes: 2 Complaints received in Q4, both regarding Council tax.

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	25%	5	28%	3	50%	0	0%	0	N/A
Number of Frontline complaints partially upheld	0	0%	5	28%	1	17%	1	20%	0	N/A
Number of Frontline complaints not upheld	6	75%	15	83%	2	33%	4	80%	0	N/A

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	50%	0	0%	0	0%
Number of Investigative complaints partially upheld	1	100%	0	0%	1	50%	0	0%	1	50%
Number of Investigative complaints not upheld	0	0%	1	100%	0	0%	2	100%	1	50%

Notes: Review of procedures regarding circumstances for Council Tax when couples separate.

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	0%	0	N/A
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	N/A
Number of Escalated complaints not upheld	0	0%	0	0%	0	0%	1	100%	0	N/A

The average time in working days for a full response to complaints at each stage

	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15
Average time in working days for a full response - Frontline	7	4	5	2	0
Average time in working days for a full response - Investigative	22	9	17	16	16

Average time in working days for a full response - Escalated	0	0	0	29	0
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Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	44%	18	95%	5	63%	5	56%	0	N/A
Number of complaints closed within 20 working days - Investigative	0	0%	1	100%	2	100%	2	100%	1	50%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	0%	0	N/A
Notes: One complaint was a day late in Q4. There was a 2 day delay in the complaint getting to the relevant officer from the Revenues Section.										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7455	Investigation	Not Upheld	Gillian Fraser	Complaint was a day late. There was a 2 day delay in the complaint getting to the relevant officer.
7388	Investigation	Part Upheld	Gillian Fraser	Review of procedures regarding circumstances for Council Tax when couples separate.

Complaints Monitoring Report Criminal Justice

Quarter 4 2014/15 - January to March 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears December 2014 – February 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	0	N/A	0	N/A	1	100%	0	N/A	0	N/A
Number of complaints closed - Frontline	0	N/A	0	N/A	1	100%	0	N/A	0	N/A
Number of complaints closed - Investigative	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of complaints closed - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Frontline complaints not upheld	0	N/A	0	N/A	1	100%	0	N/A	0	N/A

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Investigative complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Investigative complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	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

	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15
Average time in working days for a full response - Frontline	N/A	N/A	8	N/A	N/A
Average time in working days for a full response - Investigative	N/A	N/A	N/A	N/A	N/A
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	0	N/A	1	100%	0	N/A	0	N/A
Number of complaints closed within 20 working days - Investigative	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Notes: In quarter 4 no investigative complaints were responded to outside to the target timescale.										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	0	N/A	0	N/A	0	N/A	0	N/A	0	0%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken

Complaints Monitoring Report Development Services

Quarter 4 2014/15 - January to March 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears December 2014 – February 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	4	N/A	14	N/A	14	N/A	16	N/A	12	N/A
Number of complaints closed - Frontline	2	50%	5	36%	8	57%	8	50%	6	50%
Number of complaints closed - Investigative	2	50%	9	64%	6	43%	8	50%	6	50%
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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	20%	1	13%	0	0%	1	17%
Number of Frontline complaints partially upheld	1	50%	0	0%	2	25%	2	25%	3	50%
Number of Frontline complaints not upheld	1	50%	4	80%	5	63%	6	75%	2	33%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	2	22%	2	33%	1	13%	0	0%
Number of Investigative complaints not upheld	2	100%	7	78%	4	67%	7	88%	6	100%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	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

	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15
Average time in working days for a full response - Frontline	4.5	2.8	4.6	3.5	4.3
Average time in working days for a full response - Investigative	14.5	14	18.5	20.5	20.6
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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	100%	5	100%	7	88%	8	100%	6	100%
Number of complaints closed within 20 working days - Investigative	2	100%	9	100%	4	67%	5	63%	4	67%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Notes: In Q4 2014/15 2 complaints were late but both had authorised extensions ID 7140 was late by 15 working days ID 7379 was late by four working days										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	2	25%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	1	17%	0	0%	2	33%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7459	Process/Procedure	Part upheld	Manager Development Management	Redaction procedures reinforced.
7490	Process/Procedure	Part upheld	Trading Standards Manager	Correct the recorded message for calls transferred to Citizens Advice Consumer Service to relay the correct cost of calls.
7526	Process/Procedure	Part upheld	Principal Planning Officer	Review notification process and re-issue mail if unpaid
7370	Process/Procedure	Upheld	Manager Development Management	Redaction procedures reinforced

Complaints Monitoring Report Direct Services

Quarter 4 2014/15 - January to March 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears December 2014 – February 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	25	N/A	49	N/A	45	N/A	25	N/A	24	N/A
Number of complaints closed - Frontline	23	92%	44	90%	39	87%	21	84%	22	92%
Number of complaints closed - Investigative	0	0%	1	2%	4	9%	0	0%	2	8%
Number of complaints closed - Escalated	2	8%	4	8%	2	4%	4	16%	0	0%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	4%	4	9%	5	13%	1	5%	0	0%
Number of Frontline complaints partially upheld	0	0%	2	5%	6	15%	1	5%	1	5%
Number of Frontline complaints not upheld	22	96%	38	86%	28	72%	19	90%	21	95%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	N/A	0	0%	0	0%	0	N/A	0	0%
Number of Investigative complaints partially upheld	0	N/A	0	0%	0	0%	0	N/A	0	0%
Number of Investigative complaints not upheld	0	N/A	1	100%	4	100%	0	N/A	2	100%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	0%	0	N/A
Number of Escalated complaints partially upheld	1	50%	0	0%	1	50%	0	0%	0	N/A
Number of Escalated complaints not upheld	1	50%	4	100%	1	50%	4	100%	0	N/A

The average time in working days for a full response to complaints at each stage

	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15
Average time in working days for a full response - Frontline	3	2.8	7.9	4.7	3.6
Average time in working days for a full response - Investigative	N/A	19	26	N/A	24.5
Average time in working days for a full response - Escalated	11.5	16.2	16.5	12.7	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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	21	91%	42	95%	28	72%	18	86%	21	95%
Number of complaints closed within 20 working days - Investigative	0	N/A	1	100%	1	25%	0	N/A	1	50%
Number of complaints closed within 20 working days - Escalated	2	100%	3	75%	2	100%	4	100%	0	N/A
Notes: One Frontline complaint (ID 7460) was 18 working days late due to an administrative error when the original email was missed. One Investigative complaint (ID 7439) was 15 working days late but was the subject of a holding letter.										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	2	5%	1	5%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	1	17%	0	0%	1	50%

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7448	Complaint against staff	Part upheld	Community Transport Co-ordinator	The member of staff was spoken to and reminded of his duties.

COMPLAINTS MONITORING REPORT

EDUCATION AND SOCIAL CARE (Schools & Curriculum Development and Lifelong Learning, Culture & Sport)

Quarter 4 2014/15 - January to March 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears December 2014 – February 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	15	N/A	15	N/A	13	N/A	6	N/A	17	N/A
Number of complaints closed - Frontline	6	40%	9	60%	2	15%	2	33%	0	0%
Number of complaints closed - Investigative	9	60%	6	40%	11	85%	4	67%	16	100%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%
Notes: A total of 17 complaints were received during the quarter, of which 16 were responded to before the end of the reporting period. The number of complaints was up by 2 on the same period last year. All complaints were dealt with at Investigative Stage.										

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	11%	0	0%	0	0%	0	N/A
Number of Frontline complaints partially upheld	1	17%	1	11%	0	0%	0	0%	0	N/A
Number of Frontline complaints not upheld	5	83%	7	78%	2	100%	2	100%	0	N/A

Notes:

No Frontline complaints received this quarter.

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	6	67%	2	33%	1	9%	0	0%	2	13%
Number of Investigative complaints partially upheld	1	11%	0	0%	3	27%	3	75%	9	56%
Number of Investigative complaints not upheld	2	22%	4	67%	7	64%	1	25%	5	31%

Notes:

Of the 16 Investigative Stage complaints closed two were fully upheld, nine were part upheld and five were not upheld.

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	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

Notes:

No Escalated complaints received this quarter.

The average time in working days for a full response to complaints at each stage					
	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15
Average time in working days for a full response - Frontline	2	2.3	2.5	1.5	N/A
Average time in working days for a full response - Investigative	22.6	15.7	15.5	17	11
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A
Notes: The average time taken to respond to the 16 Investigative Stage complaints was 11 days compared against a target of 20 days. The average response this quarter is half that of the same quarter last year.					

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days						
	Q4 2013/14		Q1 2014/15		Q2 2014/15	
	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	6	100%	9	100%	2	100%
Number of complaints closed within 20 working	5	56%	4	67%	9	82%

days - Investigative									
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Notes: Of the 16 Investigative Stage complaints 15 were responded to within the 20 working day target. The single complaint responded to out with the timescale was 2 days late.									

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	0	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	1	11%	2	33%	0	0%	0	0%	0	0%
Notes:										
No complaints in the quarter required an extension.										

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7367	Complaint Against Staff	Upheld	Head of Schools and Curriculum Development	Acknowledged complaint and apologised for any confusion caused. New procedures introduced in school for registration and improved communication between staff at break times.
7402	Other	Part Upheld	Quality Improvement Officer	Complaint partly upheld in regards to unnecessary delay in getting arrangements in place for individual pupil. Apology also given.
7442	Complaint Against Staff	Part Upheld	Quality Improvement Officer	Apology given for any upset caused by incident, although Council policy was correctly followed for such incidents. Acknowledged there was a lack of communication regarding pupil behaviour which has now been addressed.
7446	Bullying	Part Upheld	Quality Improvement Officer	Acknowledged pupil's behaviour towards another pupil was unacceptable and apologise for any upset caused. Meeting held with parents and action points identified for future positive outcomes.
7456	Process/ Procedure	Part Upheld	Head of Schools and Curriculum Development	Acknowledged Head Teacher (HT) had not completed formal exclusion paperwork, HT reminded of procedure. A review of Absence Management procedures has also been undertaken.
7464	Other	Part Upheld	Quality Improvement Officer	Apology given to parent for uncertainty of level of homework challenge, HT to ensure appropriate homework levels given out.
7471	Bullying	Part Upheld	Quality Improvement	Bullying element of complaint not upheld as a number of strategies have been put in place at the school, however apology given to

			Officer	parent for HT raising voice during a telephone conversation.
7481	Process / Procedures	Part Upheld	Quality Improvement Officer	Acknowledged pupil was allowed to go outside at break when parent had formally requested they be kept inside when feeling the cold, apology given and an agreement reached with parent and school.
7491	Complaint Against Staff	Part Upheld	Quality Improvement Officer	Apology given to complainant for any upset caused; school and central staff received awareness training on equalities and diversity from the Council Equalities Officer.
7492	Other	Part Upheld	Quality Improvement Officer	Apology given to complainant for not being given the opportunity to review original complaint at meeting with school staff.
7591	Process / Procedure	Upheld	Quality Improvement Officer	Apology given to complainant, accepted that communication between school and social work could have been improved and appropriate steps in place for future contact.

COMPLAINTS MONITORING REPORT

INTEGRATED CHILDREN SERVICES

Quarter 4 2014/15 - January to March 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears December 2014 – February 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	9	N/A	9	N/A	7	N/A	6	N/A	15	N/A
Number of complaints closed - Frontline	0	0%	0	0%	0	0%	0	0%	1	7%
Number of complaints closed - Investigative	8	100%	7	100%	7	100%	5	100%	12	86%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	1	7%
Notes:										
A total of 15 complaints were received during the quarter, of which 14 were responded to before the end of the reporting period. The number of complaints was up by 6 on the same period last year. The majority of closed complaints were at Investigative Stage (12), with one at Frontline and one Escalated.										

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Frontline complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Frontline complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	1	100%

Notes:

The single Frontline complaint closed in the quarter was not upheld.

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	14%	0	0%	1	20%	2	17%
Number of Investigative complaints partially upheld	4	50%	1	14%	3	43%	2	40%	3	25%
Number of Investigative complaints not upheld	4	50%	5	71%	4	57%	2	40%	7	58%

Notes:

Of the 12 Investigative Stage complaints closed two were fully upheld, three were part upheld and seven were not upheld.

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	0%
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	1	100%

Notes:

The single Escalated complaint closed in the quarter was not upheld.

Complaints Monitoring Report Housing and Property Services

Quarter 4 2014/15 - January to March 2015

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears December 2014 – February 2015)

Closed Complaints: Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Total number of complaints received	46	N/A	48	N/A	39	N/A	27	N/A	28	N/A
Number of complaints closed - Frontline	12	27%	13	27%	8	21%	4	15%	5	18%
Number of complaints closed - Investigative	33	73%	35	73%	30	77%	23	85%	23	82%
Number of complaints closed - Escalated	0	0%	0	0%	1	3%	0	0%	0	0%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	25%	2	15%	1	13%	1	25%	2	40%
Number of Frontline complaints partially upheld	2	17%	1	8%	2	25%	1	25%	0	0%
Number of Frontline complaints not upheld	7	58%	10	77%	5	63%	2	50%	3	60%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	9	27%	11	31%	5	17%	5	22%	5	22%
Number of Investigative complaints partially upheld	6	18%	2	6%	3	10%	7	30%	1	4%
Number of Investigative complaints not upheld	18	55%	22	63%	22	73%	11	48%	17	74%

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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	1	100%	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	0%	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	0%	0	N/A	0	N/A

The average time in working days for a full response to complaints at each stage

	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15
Average time in working days for a full response - Frontline	2.6	2.2	2.9	3.2	2.6
Average time in working days for a full response - Investigative	16.7	17.5	17.3	17.3	20.3
Average time in working days for a full response - Escalated	N/A	N/A	19	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

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	12	100%	13	100%	8	100%	4	100%	5	100%
Number of complaints closed within 20 working days - Investigative	28	82%	31	89%	21	70%	21	91%	21	91%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	1	100%	0	N/A	0	N/A
Notes: ID 7453 was six working days late but was the subject of a holding letter. ID 7472 was 6 working days late but was the subject of a holding letter.										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

	Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	6%	3	9%	2	6%	1	4%	2	9%
Notes: ID 7453 was the subject of a holding letter. ID 7472 was the subject of a holding letter.										

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7394	Repairs/Capital/ Planned maintenance	Part upheld	Head of Service	Ex-gratia payment made for inconvenience
7389	Repairs/Capital/ Planned maintenance	Upheld	Senior Building Maintenance Manager	Staff were reminded to contact the tenants if appointments need to be re-arranged.
7478	Complaint Against Staff	Upheld	Building Maintenance Manager	The member of staff concerned was spoken to and was asked to not to park at the location
7393	Housing Estate Management	Upheld	Head of Service	An apology was given. The member of staff was reminded of the Estate Management procedures.
7433	Housing Estate Management	Upheld	Head of Service	The play park is to be removed
7454	Repairs/Capital/ Planned maintenance	Upheld	Head of Service	An apology was given and a key was made available.
7458	Repairs/Capital/ Planned maintenance	Upheld	Head of Service	An apology was given and the Building Services Manager is to review the case
7525	Housing Services	Upheld	I Head of Service	An apology was given and an ex gratia payment was made for the distress and inconvenience caused