

## COMMUNITY SERVICES COMPLAINTS MONITORING REPORT

### QUARTER 1 (1<sup>st</sup> April – 30<sup>th</sup> June 2009)

(Note: to avoid reporting response times across quarters, the quarter is calculated one month in arrears)

**Acknowledgement Times** – the number of complaints received and the percentage acknowledged within 2 working days with explanation as to why the target figure was not achieved if it was not.

% Acknowledged within 2 working days			
Total No of complaints received	% Acknowledged within target time	Target	Reason for Variance
15	87%	100%	2 were acknowledged day after due date one by Community Care and one by Chief Executive

**Response Times** – the number of complaints replied to and the percentage responded to within 20 working days with explanation as to why the target figure was not achieved if it was not.

% Responded to within 20 working days			
Total No of complaints received	% Responded to within target time	Target	Reason for Variance
15	100%	85%	1 holding letter sent

**Complaints Outcomes** – the number of complaints within the reporting period that progressed to Stage 2 / Ombudsman

Number of complaints progressed			
Stage 2	0	Ombudsman	0

**Complaint Outcomes** – the number of complaints that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action required	Date
			No complaints upheld or part upheld	

## COMMUNITY SERVICES COMPLAINTS MONITORING REPORT

### QUARTER 2 (1<sup>st</sup> June – 31<sup>st</sup> August 2009)

(Note: to avoid reporting response times across quarters, the quarter is calculated one month in arrears)

**Acknowledgement Times** – the number of complaints received and the percentage acknowledged within 2 working days with explanation as to why the target figure was not achieved if it was not.

% Acknowledged within 2 working days			
Total No of complaints received	% Acknowledged within target time	Target	Reason for Variance
10	50%	100%	Delays in receiving complaints from other departments

**Response Times** – the number of complaints replied to and the percentage responded to within 20 working days with explanation as to why the target figure was not achieved if it was not.

% Responded to within 20 working days			
Total No of complaints received	% Responded to within target time	Target	Reason for Variance
10	70%	85%	3 were sent holding letters with new response date

**Complaints Outcomes** – the number of complaints within the reporting period that progressed to Stage 2 / Ombudsman

Number of complaints progressed			
Stage 2	3	Ombudsman	0

**Complaint Outcomes** – the number of complaints that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Department	Type of Complaint	Outcome	Responsible Officer	Action Required	Date
Community Care	Complaint against service	Part Upheld	Jane Mackie	Agreed to refund FPC payments, a total of £830.57	17/8/09