

DEPARTMENTAL COMPLAINTS MONITORING REPORT

Acknowledgement Times – The number of complaints received and the percentage acknowledged within 3 working days with explanation as to why the target figure was not achieved if it was not. (Target is 90%)

Service	% Acknowledged in 3 Working Days			
	Totals	Actual	Target	Reason for Variance
Finance & ICT – Quarter 3	12	12 (100%)	100%	N/A.
Full Financial Year	25	24 (96%)	100%	Target changed mid year to 100% from 90%. But no action required.

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. (Target is 75%)

Service	% Answered in 20 Working Days			
	Totals	Actual	Target	Reason for Variance
Finance & ICT – Quarter 3	12	12 (100%)	85%	N/A
Year to Date	25	25 (100%)	85%	N/A

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

Department	Number and Type of Complaint	Outcome	Responsible Officer	Action Required	Date
Finance & ICT – Quarter 3	12: 6 Council Tax 5 Benefit Processing 1 Non Domestic Rates	1 upheld complaint 2 part upheld complaints .	Customer Services Manager, Revenues Service.	Follow up report generated in each case to try and avoid repeat complaint	During Quarter 3.
Year to date	25: 16 Council Tax. 7 Benefit Processing 1 Complaint against staff member 1 Non Domestic rates	3 upheld complaints 2 part upheld complaints .	Customer Services Manager, Revenues Service.	Follow up report generated in each case to try and avoid repeat complaint	Over course of financial year

Comparison between Full Year 2005/06. full year 2006/07 and 2007/08 year to date.

Year	Total number of Complaints	Number Upheld	Number Part Upheld	Number Not Upheld
2005/06	59	5	15	39 (66%)
2006/07	39	4	5	30 (77%)
2007/08 – year to date	25	3	2	20 (80%)