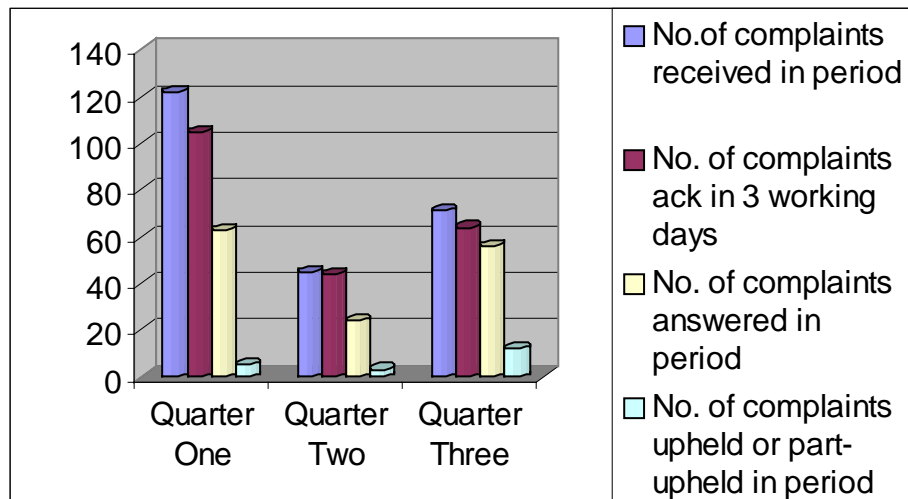


Appendix 1

COMPLAINTS REPORTING

Service Directors Investigation – Table 1

STAGE ONE	Target	07/08 Qtr1	07/08 Qtr 2	07/08 Qtr 3
a. No. of complaints received in period		122	45	71
b. No. of complaints acknowledged by (Department name)		122	45	71
c. % Acknowledged in 3 Working Days	95%	86%	98%	91%
d. No. of complaints answered in period		63	24	56
e. % Answered in 20 Working Days	85%	86%	79%	79%
f. No. of complaints upheld or part-upheld in period		5	3	12
g. % of complaints upheld or part-upheld in period		8%	12%	18%



Qtr 3 Outcome	Type of complaint	Responsible Officer	Action Taken/Required
Part Upheld	Housing/Allocations/Homelessness	Housing Needs Manager	Staff to be reminded of procedures
Part Upheld	Housing/Maintenance	DLO General Manager	DLO General Manager to address communication issues
Part Upheld	Housing/Maintenance Service	DLO General Manager	DLO General Manager to remind staff of Customer Care expectations
Part Upheld	Housing Estate Management	Senior Area Housing Manager	AHM Will remind staff of tenancy termination procedures to prevent recurrence
Part Upheld	Other	Senior Area Housing Manager	Out of Hours phone system to be tested and procedures are being revisited.
Upheld	Education/Resources	Educational Resources Manager	Apology & new procedures implemented
Part Upheld	Education/Staffing	Educational Services Officer – Staffing	Apology given
Part Upheld	Education/School	Quality Improvement Officer	Reminder to send information weekly as appropriate
Upheld	Estates & Roads	Head of Estates/Roads Maintenance Manager	Agreed storage of materials
Part Upheld	Revenues/Council Tax Benefit	Customer Services Officer	Apology given & reminder to staff of procedure
Part Upheld	Revenues/Housing & Council Tax Benefit	Customer Services Officer	Apology given & reminder to staff of procedure
Part Upheld	Revenues/Council Tax Benefit	Customer Services Officer	Reminder to staff of procedure
Part Upheld	Children & Families	Awaiting information	Awaiting information

Appeal to Chief Executive – Table 2

STAGE 2	Target	07/08 Qtr1	07/08 Qtr 2	07/08 Qtr 3
a. No. of appeals received in period		7	3	5
b. No. of appeals acknowledged by (Department name)		7	3	5
c. % Acknowledged in 3 Working Days	95%	100%	100%	60%
d. No. of appeals answered		7	2	5
e. % Answered in 20 Working Days	85%	71%	67%	100%
f. No. of appeals upheld or part-upheld in period		1	0	0
g. % of appeals upheld or part-upheld in period		14%	0%	0%

Complaint Review Committee (CRC) – Statutory Social Work Complaints

On 7 November 2007 the CRC met to consider a complaint about Social Work. The outcome of this was part upheld. An apology was given and improvements to communications introduced to explain fully the application of restrictions applied in relation to the Data Protection Act.

MSP Complaints – Table 3

MSP Complaints - STAGE ONE	Target	07/08 Qtr1	07/08 Qtr 2	07/08 Qtr 3
a. No. of complaints received in period			42	50
b. % Acknowledged in 3 Working Days	95%	1 st Quarter figures included in Table 1	100%	100%
c. No. answered in period			32	46
d. % Answered in 20 Working Days	85%		88%	92%
e. No. of complaints upheld or part-upheld in period			0	1
f. % of complaints upheld or part-upheld in period			0%	2%

Outcome	Type of complaint	Responsible Officer	Action Required
Part Upheld	Flood Alleviation	Consultancy Manager	Improved communication with Flood Alleviation Team

OMBUDSMAN INVESTIGATIONS – Table 4

Ombudsman Investigations	07/08 Qtr1	07/08 Qtr 2	07/08 Qtr 3
a. Referrals Received	5	0	
b. Cases currently under Investigation	1	2	7
c. Cases upheld/part upheld	1	1	1
d. Cases not upheld		1	1
e. Cases not pursued/discontinued			5

Outcome	Type of complaint	Responsible Officer	Action Taken/Required	Response Date
Part Upheld	Development Services/Planning	Development Control Manager	Review enforcement procedures & guidelines and meet with complainant	End March 2008

RESTRICTED ACCESS – Table 5

Department	Access Condition	Authorised By	Review Date
Housing x 2 cases	Contact limited to nominated officers	Chief Housing Officer	Monthly
Chief Executive x 5	Contact via Corporate Complaints Officer – unreasonable persistence	Corporate Complaints Officer	March 2008