

## FINANCE AND ICT – COMPLAINTS MONITORING REPORT

**Acknowledgement Times** – The number of complaints received and the percentage acknowledged within 3 working days with explanation where the target figure was not achieved. (100% target)

Service	% Acknowledged in 3 Working Days			
	Totals	Actual	Target	Reason for Variance
Finance & ICT – Quarter 4	8	8 (100%)	100%	N/A
Full Financial Year 2007-08	34	33 (97%)	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 where the target was not achieved. (Target is 85%)

Service	% Answered in 20 Working Days			
	Totals	Actual	Target	Reason for Variance
Finance & ICT – Quarter 3	8	8 (100%)	85%	N/A
Full Financial Year 2007-08	34	34 (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
Finance & ICT – Quarter 4	Total of 8 complaints: 6 Council Tax 2 Benefit Processing	1 upheld complaint	Customer Services Manager, Revenues Service	Follow up report generated in each case to try and avoid repeat complaint
Full Financial Year 2007-08	Total of 34 complaints: 22 Council Tax. 9 Benefit Processing 1 Complaint against staff member 1 Non Domestic rates 1 Insurance	4 upheld complaints  4 part upheld complaints	Customer Services Manager, Revenues Service.	Follow up report generated in each case to try and avoid repeat complaint

**3 year Comparison**

<b>Year</b>	<b>Total number of Complaints</b>	<b>Number Upheld</b>	<b>Number Part Upheld</b>	<b>Number Not Upheld</b>
2005/06	59	5	15	39 (66%)
2006/07	39	4	5	30 (77%)
2007/08	34	4	4	26 (76%)