

## FINANCE AND ICT COMPLAINTS MONITORING REPORT

### QUARTERS 1 & 2 (1<sup>st</sup> Mar – 31<sup>st</sup> August 2009)

(Note: to avoid reporting response times across quarters, the quarters are 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	Actual	Target	Reason for Variance
Quarter 1	9	6 (67%)	100%	1 complaint was acknowledged outwith the 2 working day deadline, but was acknowledged within 3 working days by Chief Executive's Section, 2 complaints were just outwith this timescale. This process is under review.
Quarter 2	6	5 (83%)	100%	1 complaint was acknowledged outwith the 2 working day deadline by Chief Executive's Section. This process is under review.
Year to Date	15	11 (73%)	100%	

**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	Actual	Target	Reason for Variance
Quarter 1	9	8 (89%)	85%	1 complaint was 1 working day outwith the 20 day deadline in being responded to, by Chief Executive's Section. The complaints process is currently being reviewed by the Service.
Quarter 2	6	4 (67%)	85%	1 complaint was one working day outwith the deadline and the other was outwith the deadline due further correspondence being received which led to a late response from another service.
Year to Date	15	12 (80%)	85%	

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

Number of complaints progressed		
	Stage 2	Ombudsman
Quarter 1	0	0
Quarter 2	2	1
Year to date	2	1

**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.

Dept	Type of Complaint	Outcome	Responsible Officer	Action Taken
Payments	Process / Procedure	Upheld	Payments Manager	Payments Manager to speak to payroll staff re procedures for issue of P45s etc
Revenues	Other	Upheld	Customer Services Officer	Upheld against Messrs. Scott & Co. Sheriff Officers, <u>not</u> The Moray Council. Scott & Co. were advised of the complaint and are dealing with it internally.
Revenues	Other	Upheld	Complaints Officer	Upheld against Messrs. Scott & Co. Sheriff Officers, <u>not</u> The Moray Council. Scott & Co. were advised of the complaint and are dealing with it internally.
Revenues	Council Tax	Part upheld	Customer Services Officer	Revenues staff member could have forwarded details to Environmental Health section earlier. Staff reminded to pass on complaint details at earliest opportunity.
Revenues	Housing/Council Tax Benefit	Part upheld	Customer Services Officer	Delay due to Revenues staff member being absent due to ill health and temporary replacement staff member being appointed.

#### 4 year Comparison

Year	Total number of Complaints	Number Upheld	Number Part Upheld	Number Not Upheld
2006/07	39	4	5	30 (77%)
2007/08	34	4	4	26 (76%)
2008/09	30	4	3	23 (77%)
2009/10	15	3	2	10 (67%)